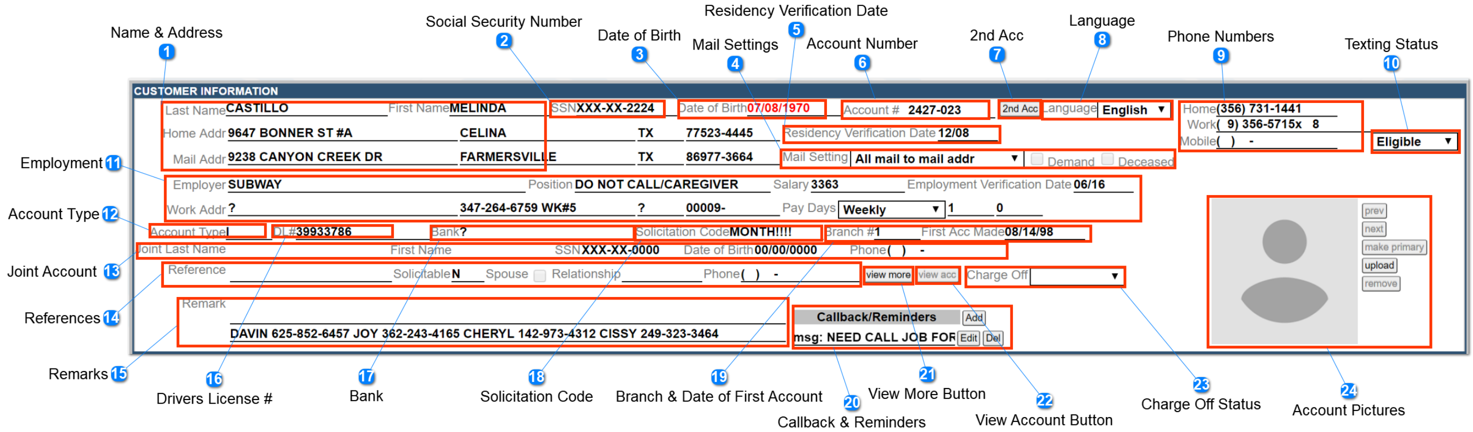
6.3.1. Customer Information Section Details

Account Screen - Customer Information Section Details



1 Name & Address

Information in this section includes customer First Name, Last Name, Home Address and Mail Address

2 Social Security Number

Customer SSN, Social Security Number. Only last 4 will show for privacy reasons. To view the full SSN, click the EDIT button on the bottom menu, then click the DEMOGRAPHIC button. Demographic window will open and full SSN will be visible.

3 Date of Birth

Customer Date of Birth in the following format mm/dd/yyyy

4 Mail Settings

Mail setting define where letters will be addressed to Customer. Options are, H: All mail to Home address, M: All mail to mail address, N: No mail, P: Past due mail to home, W: Current mail to work. Letters H, M, N, P, W are necessary to know for specific reports. Checking Option "Demand" will freeze the account to avoid further charges and allows you to send out a Demand Payment Notice with a specific payoff amount. Checking Option "Deceased" will stop all mail and collections for the customer.

5 Residency Verification Date

This is the last date, proof of customers address was verified by a staff member.

6 Account Number

This is the account number for this loan. The number after the dash "-023" means, this is the 23rd loan to this customer. Every time a customer takes out a loan or renews a loan, a different account number is issued. Customer will retain the numbers before the dash, each time. For each new loan or renewal, new contracts are also created and must be signed by the customer.

7 2nd Acc

Sometimes it is necessary to associate a customer with an account number from another software. Example: You finance furniture in another software and you want to associate that account number with this customer. Clicking the 2nd Acc Button, will show the additional account number. To add the 2nd Acc number, click the EDIT button at the bottom in the bottom menu. Next, click the DEMOGRAPHIC button. Demographic window will open. Click the

2nd Acc Button at the top and it will now be editable. Click OK button to save and exit. Click EXIT EDIT button to exit account edit

8 Language

All documents generated in the software are in English, except the Spanish Disclosure. The Spanish Disclosure will be generated for printing if you select Spanish from the Language drop down list. The disclosure is general information about the loan in the Spanish Language.

9 Phone Numbers

Customer phone numbers, Home, Work, Mobile. Mobile number can be associated with text messaging, see "Texting Status" for more details. More numbers can be added from editing the customer information. To edit customer information, click the EDIT button at the bottom, then the Demographics button.

10 Texting Status

Text messages can be sent to the customer for solicitation and collections. Eligible status in the dropdown box means the customer can receive texts.

11 Employment

Employment Information section consists of the following fields, Employer Name, Employer Address, Position, Salary, Employment Verification Date and Pay Days. Employee Verification Date is the last date employment was verified. Pay Days are Daily, Weekly, By-Weekly, Semi-Monthly and Monthly. Also the specific days of the month can be entered after the drop down schedule, if known.

12 Account Type

When an account is created, it will be an (I) individual account or a (J) joint account. The Account Type will be labeled with an (I) or (J) accordingly. If the account is in bankruptcy it will be labeled with (IB)

13 Joint Account

Joint account is for a second person, financial responsibility for the loan. Joint Account information includes the following: Last Name, First Name, SSN Social Security Number, Date of Birth and Phone Number.

14 References

References section is contact information for friends and family of the person responsible for the loan. References information includes: Name, Solicitable (Can you solicit the reference for a loan Y/N), Spouse (check for yes) , Relationship, Phone Number, Home Address, Date of Birth, Account #, Work Address, Work Phone. Some of the fields may be hidden from view. Click the VIEW MORE button to the right of the Phone field to view additional details. To add or edit References, click the EDIT button at the bottom, then the DEMOGRAPHIC button. Add as many references as necessary in the Demographic window.

15 Remarks

Remarks section, allows you to add notes to the Account Screen. Any information necessary can be added to the Remarks section and is not restricted. To add notes to the Remarks section, click the EDIT button at the bottom, then the DEMOGRAPHIC button. Add as many notes as necessary in the Demographic window. Click OK to save and exit.

16 Drivers License

Drivers License Number of Customer

17 Bank

Bank Account Information for customer

18 Solicitation Code

Solicitation code is a way of keeping track of how new customers heard about you. If you send mail out on a specific date and use that date as a reference code, enter this code when you make the loan. You can run reports later on the codes to see what solicitation produced the most business. Another example is to use "REF" as a code for referral by another customer.

19 Branch & Date of First Account

Customers may renew their loan or come in for a new loan, sometime after they have paid off their original loan. First Acc Made date, will be the date of the first loan, you made to the customer. Branch # will also be shown, in case you have more than one branch.

20 Callback & Reminders

Callback & Reminders allows you to set a callback or reminder in the customers account to pop up a message at a specific time or when a specific customer account is viewed. You can set a date and time to see the message for a member of your staff or for all the staff. Example: A customer is late on their payment and they have committed to a specific day and time they will make the payment. You can setup a reminder of this in their Account or just to notify all the staff at a specific day and time to check if the payment was made.

21 View More Button

View More button allows you to see additional information about a specific Reference. See References item 14 for more information about References.

22 View Account Button

View Acc button is clickable if reference has an account with your company. It opens the Customer Account Screen for that reference. See References item 14 for more information about References.

23 Charge Off Status

Some customers will not pay their account and the account must be "Charged Off" for tax and accounting purposes. If the account has been charged off, the drop down will contain H: Hold Out or I: Include.

24 Account Pictures

Add a picture of the customer or pictures of documents to the customers account. To upload a picture, click the upload button. If you have several pictures uploaded to a customers account, click the Make Primary button to make the picture default to the customers account page.