**FC Collections Queue Specs**

*Today’s Accounts Queue:* All the Active accounts assigned to a Financial Counselor (FC) that are delinquent today

Today’s Accounts Queue: Queue Drop Rules if an account is delinquent

* Queue Drop Inclusions: Any of the loans will drop into the queue if any of the following criteria is met
* If a loan has been over 15 days past due within the last 12 months
* If a loan does not have 12 months’ worth of payment history
* If a loan has NOT been over 15 days past due within the last 12 months, with at least 12 months’ worth of history, and it is the 15th day of delinquency

Today’s Accounts Queue: The Day the Queue Drops (Controlled by a Genval)

* Accounts with a due date of the 1st will drop into the queue on the 6th of each month if they are delinquent
* If the 6th falls on a Saturday, then the queue will drop on the 8th if they are delinquent
* If the 6th falls on a Sunday, then the queue will drop on the 7th if they are delinquent
* Accounts with a due date NOT equal to the 1st will drop into the queue on the 6th day of delinquency
* If the 6th day of delinquency falls on a Saturday, then the queue will drop on the 8th day of delinquency
* If the 6th day of delinquency falls on a Sunday, then the queue will drop on the 7th day of delinquency
* Example: If an account has a 15th due date then it will drop into the queue on the 21st
* If the 21st falls on a Saturday, then the queue will drop on the 23rd
* If the 21st falls on a Sunday, then the queue will drop on the 22nd

Today’s Accounts Queue: Queue Drop Rules if an account is delinquent based on the rules listed above

* Queue Drop Exclusions: Any of the loans will not drop into the queue if any of the following criteria is met
* If a loan has NOT been over 15 days past due within the last 12 months, with at least 12 months’ worth of history
* If a loan has a Follow-Up date, then the loan should be excluded from Today’s Accounts

Today’s Accounts Queue: Time Zones

* Today’s Accounts Queue can be split up by Time Zone Queues
* Eastern Time Zone
* Central Time Zone
* Pacific Time Zone
* Mountain Time Zone
* West Time Zone

*Follow Up Queue:* Any accounts that are assigned a follow up date will be in the follow up queue, and not in the Today’s Accounts Queue. However, if the follow up date is equal to today, then it will be in both the Today’s Accounts Queue and the Follow Up Queue.

Follow Up Queue: Setting Follow Ups

* General Follow Up
* This is set on the FC Collections Front Screen under the Follow up Column by entering an F
* Delinquency Follow Up
* This is set by entering a note on the Notes Entry Screen, the selecting F3

Follow Up Queue: Follow Up Dates

* If the Follow Up Date is less than or equal to today, then the account will be in the Today’s Accounts Queue until a new follow up date is set
* If the Follow Up Date is greater than today, then the account will be in the Follow Up Queue Only

Question: When is the account removed from the follow up queue?

*All Accounts Queue:* All the accounts assigned to a Financial Counselor regardless if the account is delinquent or any follow up date is set.

*Worked Today Queue:* All the Today’s accounts given a follow up date today. This queue will be cleared after today.

Illustration of the Queues:

