Introduction

The purpose of this procedure is to explain the step-by-step process of maintaining Action Request Codes that represent specific tasks to be performed on a loan.

The TD00 transaction is used to create Action Request Codes that can be requested by the user.

View Action Request Codes

1. At the **MAIN MENU** (J0X01), select **DUE DILIGENCE**.

2. Press Enter.

The **SUBSYSTEM LEVEL DUE DILIGENCE** screen (J0X06) displays.

1. Select **MAINTAIN TABLES**.

2. Press Enter.

The **SUBSYSTEM LEVEL MAINTAIN TABLES** screen (J0X02) displays.

1. Enter **I** (Inquiry) in the **MODE** field and **TD00** (User Action Request Code Maintenance) in the **TRANSACTION ID** field.

2. Press Enter.

The **ACTION REQUEST CODE DISPLAY CRITERIA** screen (TDX01) displays.

The screen displays the criteria that can be used to search for the desired Action Request Code.

The **ACTION REQUEST CODE** field is used to enter the specific Action Request Code. If the code is known and entered, no other field can be populated. Once the Enter key is pressed, the **ACTION REQUEST CODE DATA ENTRY** screen is displayed.

The **ACTION RESPONSE CODE** field is used only if the Action Request Code is not known. Enter the action response code associated with the specific Action Request Code. If this field is used, no other field can be populated.

The remaining fields can be used alone or in combination with each other.

The **REQUEST TYPE** field is used to identify the type of action requested. Press F1=HELP for a list of valid code values.

The **RECIPIENT** field is used to identify the recipient of the action. Press F1=HELP for a list of valid code values.

In the **RECORD STATUS** field, enter **A** (Active) or **I** (Inactive).

The **QUEUE ID** field displays the Queue to which the Action Request Code is related. If known, enter the queue ID. When the Queue ID screen is accessed, all Action Request Codes tied to the queue ID display.

The **DUE DILIGENCE STATUS** field represents the status of the activity to be performed. Press F1=HELP for a list of valid code values.

The **LETTER ID** field allows the user to enter a letter ID and restrict the list of Action Request Codes to those related to the specified letter.

Search by Action Request Code

1. If the Action Request Code is known, enter the code in the **ACTION REQUEST CODE** field.

2. Press Enter.

   NOTE: Screen displays for searches using criteria and fields other than the Action Request Code follow at the end of this procedure.

The **ACTION REQUEST CODE DATA ENTRY** screen (TDX03) displays.

The screen displays the specific Action Request Code and its description.

The **RECORD STATUS** field displays either **A** (Active) or **I** (Inactive).

The **RECIPIENT** field indicates the recipient of the action. Press F1=HELP for a list of valid values.

The **DUE DILIGENCE STATUS** field represents the status of the activity to be performed. Press F1=HELP for a list of valid values.

The **REQUEST TYPE** field is used to identify the type of action requested. It is related to the activity to be performed. Press F1=HELP for a list of valid values.

The **LETTER ID** field displays the letter ID if the related Action Request Code produces a letter.

The **SUPPLEMENTAL PCA** field is used to indicate that the Action Request Code is a Supplemental Pre-Claim. Enter **S** in this field if applicable. This field is only used if the **REQUEST TYPE** field contains a **P**.

The **DDB/LIT MAILED?** field displays a **Y** (Yes) or an **N** (No). It indicates that if an account is in a valid death, disability, bankruptcy, or litigation status, the Action Request Code adjusts the sending of letters.

The **LOG TO ACTIVITY** field displays a **Y** (Yes) or an **N** (No). If the activity is to be logged to the Activity File, a **Y** displays. If the activity is not to be logged to the Activity File, an **N** displays.

The **REQUEST WORK CODE** field is used to enter an Action Request Code that creates a task for correspondence that is expected to be returned.

The **CCI COLL ACT CODE** (Common Claims Initiative Collection Activity Code) field is used to enter the two-digit Collection Activity Code that will appear in the collection activities section of the CCI claim form. This field is only used if the Action Request Code is associated with an action that should appear in the claim form. Press F1=HELP for a list of valid values.

The **BKR RESP ENDR SEND LTR** (Bankruptcy Responsible Endorser Send Letter) field displays in two fields. The first field displays **Y** (Yes) or **N** (No) indicating whether the action request should be redirected to a responsible endorser during a Borrower bankruptcy period. The second half of the field displays the name of the program that was modified to re-direct the action request to the Responsible Endorser.

The **USER REQUESTABLE** field displays a **Y** (Yes) if the Action Request Code was created using transaction ID **TD00**, indicating that the user can request it.

The **BKR ATTORNEY SEND LTR** (Bankruptcy Attorney Send Letter) field displays in two fields. The first field displays **Y** (Yes) or **N** (No) indicating whether the action request should be redirected to an attorney during a Borrower bankruptcy period. The second half of the field displays the name of the program that was modified to re-direct the action request to the attorney.

The **MANUAL CLOSE IND** field indicates whether the Action Request Code can be manually closed by the user.

The **BKR LTR OVERRIDE** (Bankruptcy Letter Override) field displays **Y** (Yes) or **N** (No) indicating whether the action request should be directed to the recipient despite the existence of a bankruptcy condition.

The **NEXT TRANSACTION** field displays the transaction ID of the transaction that is activated when the Action Request Code is selected from a queue.

The **NEXT TRANS MODE** field displays the mode of the transaction that displays in the **NEXT TRANSACTION** field.

The **AUTO ACTIVITY CLOSE** field displays a **Y** (Yes) or an **N** (No) to indicate whether the activity should be automatically closed. Activities created only for notations should display a **Y**. This field cannot contain a **Y** value if the **REQUEST TYPE** is **L** or there is a Queue ID. The Action Request Code must have COMPL as an action response.

The **QUEUE ID** field displays the queue ID to which the Action Request Code is related.

The **ASSOCIATED RESPONSE** field displays the specific response associated with the Action Request Code. The field displays only the first response short description and long description. Multiple responses could apply, but only the first response displays.

The **TEXT** field may provide a more detailed description of the activity to be performed.

The **QUEUE STATUS** fields display a **Y** (Yes) for any applicable status options, and a blank if they are not valid options. The status options are: **ASSIGN, CANCEL, COMPLETE , HOLD, PROBLEM, UNASSIGN.**

To access additional associated response codes from this screen, press F6=REQ/RESP.

The **ACTION REQUEST/RESPONSE CODE CROSS REFERENCE DATA ENTRY** screen (TDX05) displays.

The **REQUEST** (Action Request Code), **DESCRIPTION, RECORD STATUS** and **STATUS DATE** fields display information carried over from the previous screen.

The **RESPONSE** field displays the available responses.

Search by Action Response Code

> **NOTE**: Follow these steps to use the **ACTION RESPONSE CODE** field to look up an Action Request Code at the **ACTION REQUEST CODE DISPLAY CRITERIA** screen (TDX01).

1. Enter an action response code in the **ACTION RESPONSE CODE** field.
2. Press Enter.

The **ACTION RESPONSE CODE DATA ENTRY** screen (TDX04) displays.

1. Press F6=REQ/RESP.

The **ACTION REQUEST/RESPONSE CODE CROSS REFERENCE DATA ENTRY** screen (TDX05) displays.

If **MORE: +** displays in the upper right corner of the screen, press F8=FWD to access additional pages.

1. Place an **X** in the field that corresponds to the Action Request Code to be viewed.
2. Press F6=REQ.

The **ACTION REQUEST CODE DATA ENTRY** screen (TDX03) displays.

Refer to pages 5-8 for descriptions of the fields on this screen.

Search by Using Other Criteria

Searches can be done using the **REQUEST TYPE, RECIPIENT, RECORD STATUS, QUEUE ID** or **DUE DILIGENCE STATUS** fields on the **ACTION REQUEST CODE DISPLAY CRITERIA** screen.

1. Enter search criteria in any of the fields listed above. Leave the **ACTION REQUEST CODE** and **ACTION RESPONSE CODE** fields blank. The example shown on the screen shot on the right side of the page displays a **C** in the **REQUEST TYPE** field indicating a Phone Call.
2. Press Enter.

The **ACTION REQUEST CODE DISPLAY** screen (TDX02) displays.

If there is only one Action Request Code associated with the selection, this screen is bypassed.

Use the F7=BKWD and F8=FWD keys to scroll through the records if the **PAGE** field indicates that there are more than one page of records.

1. In the **SELECTION** field, enter the number that corresponds to the Action Request Code to be viewed.
2. Press Enter.

The **ACTION REQUEST CODE DATA ENTRY** screen (TDX03) displays.

Refer to pages 5-8 for descriptions of the fields on this screen.

Add an Action Request Code

1. At the **MAIN MENU** (J0X01), select **DUE DILIGENCE**.
2. Press Enter.

The **SUBSYSTEM LEVEL DUE DILIGENCE** screen (J0X06) displays.

1. Select **MAINTAIN TABLES**.
2. Press Enter.

The **SUBSYSTEM LEVEL MAINTAIN TABLES** screen (J0X02) displays.

1. Enter **A** (Add) in the **MODE** field and **TD00** (User Action Request Code Maintenance) in the **TRANSACTION ID** field.
2. Press Enter.

The **ACTION REQUEST CODE DISPLAY CRITERIA** screen (TDX01) displays.

1. Enter the Action Request Code ID in the **ACTION REQUEST CODE** field.
2. Press Enter.

The **ACTION REQUEST CODE DATA ENTRY** screen (TDX03) displays.

The **ACTION REQUEST CODE** field displays the value entered on the previous screen.

1. The cursor positions at the **DESCRIPTION** field. Enter a brief description of the action the request represents. *This is a required field*.

The **RECORD STATUS** field displays **A** for Active. This field is protected in Add mode.

The **STATUS DATE** field is system-generated. In Add mode, it displays the current system date.

2. Tab to the **RECIPIENT** field. Enter the code that identifies the recipient of the action. Press F1=HELP for a list of valid codes. *This is a required field*.

3. The cursor moves to the **DUE DILIGENCE STATUS** field. Enter a code to indicate the status of the activity to be performed. Press F1=HELP for a list of valid codes. *This is an optional field.*

4. The cursor moves to the **REQUEST TYPE** field. Enter a code that indicates the type of action requested. This code is related to the activity to be performed. Press F1=HELP for a list of valid codes. *This is a required field*.

5. The cursor moves to the **LETTER ID** field. This field is used only if the **REQUEST TYPE** is **L** (Letter). If the Action Request Code produces a letter, enter the ID of the letter in this field. Otherwise, leave this field blank.

6. Tab to the **SUPPLEMENTAL PCA** field. This field is used only if the **REQUEST TYPE** is **P** (PCA). Enter **S** (Supplemental PCA) if the Action Request Code is a Supplemental Pre-Claim (PCA). Otherwise, leave this field blank.

7. The **DDB/LIT MAILED?** field displays a **Y** (Yes) or an **N** (No). It is used to indicate for an account in a valid death, disability, bankruptcy, or litigation status, whether batch letters should be generated.

8. Tab to the **LOG TO ACTIVITY** field. Enter a **Y** (Yes) or **N** (No) to indicate whether the activity is to be logged to the Activity File. *This is a required field.*

9. The cursor moves to the **REQUEST WORK CODE** field. This field is used to enter an Action Request Code that creates a task for correspondence that is expected to be returned. *This is an optional field.*

10. The cursor moves to the **CCI COLL ACT CODE** (Common Claims Initiative Collections Activity Code) field. This field is used to enter a CCI collections activity code if the Action Request Code being added should report in the collection history of the claim form. Press F1=HELP for a list of valid codes. *This is an optional field.*

11. In the **BKR RESP ENDR SEND LTR** (Bankruptcy Responsible Endorser Send Letter) field, **Y** (Yes) or **N** (No) indicating whether the action request should be redirected to a responsible endorser during a Borrower bankruptcy period. The second half of the field displays the name of the program that was modified to re-direct the action request to the Responsible Endorser.

The **USER REQUESTABLE** field is system-generated. It displays a **Y** if the Action Request Code was created using transaction ID **TD00**, indicating that the user can request the Action Request Code. It displays an **N** if the Action Request Code was created by the system.

11. Tab to the **MANUAL CLOSE IND** field. Enter a **Y** (Yes) or **N** (No) to indicate whether the action being created can be manually closed by the user. This field is required only if the Action Request Code is tied to a queue task.

12. The cursor moves to the **NEXT TRANSACTION** field. If applicable, enter the transaction ID of the transaction that is activated when the Action Request Code is selected from a queue.

13. The cursor moves to the **NEXT TRANS MODE** field. If a transaction ID was entered in the **NEXT TRANSACTION** field, enter the mode of the next transaction in this field. The modes are **I** (Inquiry), **A** (Add), **C** (Change) or **D** (Delete).

14. Tab to the **AUTO ACTIVITY CLOSE** field. Enter a **Y** (Yes) or **N** (No) to indicate whether the activity should be automatically closed. Activities created only for notations should display a **Y**. This field cannot contain a **Y** value if the **REQUEST TYPE** is **L** (Letter) or there is a Queue ID. The Action Request Code must have **COMPL** as an action response if this field displays a **Y**. The system assigns a default value of **N** if nothing is entered in this field.

15. The cursor moves to the **QUEUE ID** field. Enter the ID of the queue to which the Action Request Code is related. If the **MANUAL CLOSE IND** field is populated, this field is required.

16. The cursor moves to the **ASSOCIATED RESPONSE** field. This field displays the ID and description of the first action response code related to this Action Request Code. There may be multiple action responses assigned to the request; this field only displays the first. *This is a required field*.

17. Tab to the **TEXT** field. A more detailed description of the Action Request Code may be entered in this field. *This is an optional field*.

18. Tab to the **QUEUE STATUS** section of the screen. Enter a **Y** (Yes) in the field following each of the six values if that value is to be a valid status option for the Action Request Code. Otherwise, leave the field blank. The six queue status options are **ASSIGN, CANCEL, COMPLETE, HOLD, PROBLEM** and **UNASSIGN**. At least one field must contain a **Y** if the **QUEUE ID** field is populated.

19. When all required information is entered on the screen, Press Enter.

The following message displays at the bottom of the screen: **01004 RECORD SUCCESSFULLY ADDED**.

Add Additional Action Response Codes

If additional action response codes need to be added to an Action Request Code, press F6=REQ/RESP.

The **ACTION REQUEST/RESPONSE CODE CROSS REFERENCE DATA ENTRY** screen (TDX05) displays.

The **REQUEST** (Action Request Code), **DESCRIPTION, RECORD STATUS** and **STATUS DATE** fields display information carried over from the previous screen.

1. The cursor positions at the **RESPONSE** field. Enter any additional action response codes that should be tied to the Action Request Code.

2. Press Enter.

The following message displays at the bottom of the screen: **02114 RECORD(S) SUCCESSFULLY ADDED**.

The **DESCRIPTION** field displays the long description of the response code.

The **RECORD STATUS** field displays the current status of the response code on the system, either **A** (Active) or **I** (Inactive).

The **STATUS DATE** field displays the date when the response code record was originally added to the system.

Change an Action Request Code

1. At the **MAIN MENU** (J0X01), select **DUE DILIGENCE**.

2. Press Enter.

The **SUBSYSTEM LEVEL DUE DILIGENCE** screen (J0X06) displays.

1. Select **MAINTAIN TABLES**.

2. Press Enter.

The **SUBSYSTEM LEVEL MAINTAIN TABLES** screen (J0X02) displays.

1. Enter **C** (Change) in the **MODE** field and **TD00** (User Action Request Code Maintenance) in the **TRANSACTION ID** field.

2. Press Enter.

The **ACTION REQUEST CODE DISPLAY CRITERIA** screen (TDX01) displays.

1. The cursor positions at the **ACTION REQUEST CODE** field. Enter the Action Request Code to be changed.

2. Press Enter.

The **ACTION REQUEST CODE DATA ENTRY** screen (TDX03) displays.

The **DESCRIPTION** field displays a brief description of the action.

The **RECORD STATUS** field displays either **A** for Active or **I** for Inactive. This field cannot be changed.

The **STATUS DATE** field displays the date the original Action Request Code was entered on the system. This field cannot be changed.

The **RECIPIENT** field indicates the recipient of the action. Press F1=HELP for a list of valid values.

The **DUE DILIGENCE STATUS** field represents the status of the activity to be performed. Press F1=HELP for a list of valid values.

The **REQUEST TYPE** field is used to identify the type of action requested. It is related to the activity to be performed. Press F1=HELP for a list of valid values.

The **LETTER ID** field displays the letter ID if the related Action Request Code produces a letter.

The **SUPPLEMENTAL PCA** field is used to indicate that the Action Request Code is a Supplemental Pre-Claim. Enter **S** in this field if applicable. This field is only used if the **REQUEST TYPE** field contains a **P**.

The **DDB/LIT MAILED**? field displays a **Y** or an **N**. If the letter should be mailed when an account is in a Death, Disability, Bankruptcy or Litigation status, a **Y** displays, otherwise, an **N** or blank displays. (A blank in this field defaults to an **N**.)

The **LOG TO ACTIVITY** field displays a **Y** or an **N**. If the activity is to be logged to the Activity File, a **Y** displays. If the activity is not to be logged to the Activity File, an **N** displays.

The **REQUEST WORK CODE** field is used to enter an Action Request Code that creates a task for correspondence that is expected to be returned.

The **CCI COLL ACT CODE** (Common Claims Initiative Collection Activity Code) field is used to enter the two-digit Collection Activity Code that will appear in the collection activities section of the CCI claim form. This field is only used if the Action Request Code is associated with an action that should appear in the claim form. Press F1=HELP for a list of valid values.

The **USER REQUESTABLE** field displays a **Y** if the Action Request Code was created using transaction ID **TD00**, indicating that the user can request the action code. It displays an **N** if the Action Request Code was created by the system. This field cannot be changed.

The **MANUAL CLOSE IND** field indicates whether the Action Request Code can be manually closed by the user.

The **NEXT TRANSACTION** field displays the transaction ID of the transaction that is activated when the Action Request Code is selected from a queue.

The **NEXT TRANS MODE** field displays the mode of the transaction that displays in the **NEXT TRANSACTION** field.

The **AUTO ACTIVITY CLOSE** field displays a **Y** (Yes) or an **N** (No) to indicate whether the activity should be automatically closed. Activities created only for notations should display a **Y**. This field cannot contain a **Y** value if the **REQUEST TYPE** is **L** or there is a Queue ID. The Action Request Code must have **COMPL** as an action response.

The **QUEUE ID** field displays the queue ID to which the Action Request Code is related.

The **ASSOCIATED RESPONSE** field displays the specific response associated with the Action Request Code. The field displays only the first response short description and long description. Multiple responses could apply, but only the first response displays.

The **TEXT** field may provide a more detailed description of the activity to be performed.

The **QUEUE STATUS** fields display a **Y** (Yes) for any applicable status options, and a blank if they are not valid options. The status options are: **ASSIGN, CANCEL, COMPLETE, HOLD, PROBLEM, UNASSIGN.**

1. Make the necessary changes in the fields on this screen.

2. Press Enter.

The following message displays at the bottom of the screen: **01005 RECORD SUCCESSFULLY CHANGED**.

Delete an Action Request Code

1. At the **MAIN MENU** (J0X01), select **DUE DILIGENCE**.

2. Press Enter.

The **SUBSYSTEM LEVEL DUE DILIGENCE** screen (J0X06) displays.

1. Select **MAINTAIN TABLES**.

2. Press Enter.

The **SUBSYSTEM LEVEL MAINTAIN TABLES** screen (J0X02) displays.

1. Enter **D** (Delete) in the **MODE** field and **TD00** (User Action Request Code Maintenance) in the **TRANSACTION ID** field.

2. Press Enter.

The **ACTION REQUEST CODE DISPLAY CRITERIA** screen (TDX01) displays.

1. The cursor positions at the **ACTION REQUEST CODE** field. Enter the ID of the Action Request Code to be deleted.

2. Press Enter.

The **ACTION REQUEST CODE DATA ENTRY** screen (TDX03) displays.

The following message displays at the bottom of the screen: **01023 PRESS ENTER TO DELETE**.

1. Press Enter.

The following message displays at the bottom of the screen: **01006 RECORD SUCCESSFULLY DELETED**.

The **RECORD STATUS** field changes from **A** (Active) to **I** (Inactive.).