OACFDC Regional Training Agenda 2006

Agenda Day 1

Support Protocol & Website Changes

- New look and navigation of website
- Location and indexing of custom reports
- White papers available on the web
- Support Protocol
- GoToAssist™ as a support tool
- Importance of Support Survey Feedback

TEA Tips & Tricks

- Advanced navigation between modules (including associations)
- Creating Groups to manage records in all modules
- Managing the GRID and saving settings
- Transferring prospects/rolodex records to a client record
- Creating a new client record from within a business record
- Transferring Client Address and Contact information to the Business Module
- Bulk-E-mail/Contacts and Notes
- Managing General Inquiries (Miscellaneous Client)
- Quick Loan Summary
- Using the Report Manager (modify report names, defaults and edit reports)

TEA 9.16 New Features

- Requirements - Create a customized Requirement Template to control workflow and tasks for loans etc.
- Automatic Record Numbering for all Modules
- Loan Document Manager - Generate Loan Closing Documents
- User Defined Fields - review of new User-Defined area (increased # of user-defined fields and
- added new types such as Boolean
- Calculate Loan Loss Reserve based on user-defined aging categories
- Accounting - suppress advances and fees from accounting batches
- Security - control access to more fields in TEA

Transaction Processing

In-depth review of the Transaction Processing functions in TEA including the following:

- Session Date Implications
- Adding manual payments
- Customizing payment allocation and adding notes
- Handling advanced and late payments
- Using the Electronic Funds Transfer (EFT) Module for Pre-Authorized Payments

Life Insurance

- Configuration of Admin Module
- Configuration of Client and Insurance Details
- Process for Disbursements and Schedules
- Reporting to Canada Life and Desjardins

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Amortization Schedules

- Creating Seasonal and Irregular Amortization Schedules
- Using the Schedule Wizards
- Refinancing & Reschedules
- Adding Escrow to a Schedule
- Adding Canada Life Insurance to a Schedule

Agenda Day 2

Managing Delinquent Accounts

- Managing the Delinquency Journal
- Managing Reschedules, Refinancing and Payment Deferrals
- Interest & Fee Suppression
- Credit Report Manager and reporting to Equifax
- New delinquency reports – Portfolio Quality, Delinquency %, Loan Aging by Loan Officer, Delinquency by Loan Officer
- Credit & Collection letters and general process
- Configuring Loan Loss Provisions by Risk Rating (Age Category)
- Creating a customized Risk Rating and grouping Delinquency Reports by this field
- Write-Offs and Recoveries
- Configuring Late Fees

Ontario Quarterly Report

- Overview of Process for Capturing Quarterly Report Information
- Process for Capturing Loan Refinances on the Quarterly Report
- Overview of the Quarterly Report Guidelines
- Generating the Quarterly Report
- Using Verify
- Submitting the Quarterly Report On-Line

Additional Module Overview

- Credit Reporting Module
- Escrow Module
- Electronic Funds Transfer
- Grant Module
- Participation Module - Syndicated Lending
- Investor Module – Managing Donors and Investment Sources

Basic CRB Features

- Adding your logo to all of TEA's reports
- Downloading reports from the on-line Custom Report Repository
- Creating Basic CRB Reports

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