What's New, FSS?

In This Issue

Are You Up-To-Date?

Current Version: 1675

The famous outlaw Belle Starr was killed in eastern Oklahoma Territory February 3, 1889. Born Myra Bell Shirley in Carthage, Missouri, she and her family fled their home during the Civil War to make a new start in Texas. It was in Texas that she began a lifelong journey outside the law; there she married, and soon joined her husband in stealing cattle, horses, and money in the Dallas area. Belle became known as the "Bandit Queen" for wearing fancy skirts and plumed hats during her daring exploits.

After a gunfight claimed her husband's life, she drifted to the Oklahoma Territory, where she led a band of horse and cattle thieves. Eluding capture for nearly a decade, she and her second husband, Sam Starr, were eventually caught. After serving time in Federal prison in Detroit, the two returned to their previous occupation, until Sam was also killed in a gun battle. Belle Starr died in 1889 after being shot from ambush. She was returning home after accompanying her third companion, a Creek Indian named Jim July, to face trial for robbery in Fort Smith, Arkansas. No one was ever convicted of her murder.

Online Payments

Online payments are the future. FSS has been working closely with one of the industry leaders in online payment services to incorporate this functionality into our Loan Professional accounting software.

Imagine the convenience for your customers being able to log into a website and make payments on their account. We have received a number of requests to add this option over the last year, and are pleased to announce that we are ready to launch the service.

If you're ready to take your operation to the next level, and **gain a decisive edge over your competition**, contact us and let us help you get up and going. We're very excited about getting this service running live, so we are prepared to offer the service at a substantial discount to the first customer to sign up!

Pleased to Meet You!

We are using the occasion of the new year to update our support records with respect to store employee names. We work hard to not only provide support, but to build relationships, and hopefully even make friends with those who we assist. To this end, all of our support calls are documented thoroughly, and we take extra care to keep up-to-date information on your names, especially Managers and Area Supervisors.

Our support team asks that you be patient with us as we verify staff names during phone calls in the next few months. It may seem old fashioned, but we consider ourselves partners with you in business, and partners know each other!

So, if at some point during an upcoming support call we ask things like "Is John still the manager there?", "Does Amy still work there?", "What was your name?", "Is Emily still the regional manager?", please be understanding and help us out. We just want to know who we are serving!

One of the Best Services You'll Ever Use

If you are not already using the **Texting** option in Loan Professional, you are missing out on hands down the BEST way to keep in touch with your customers.

By using the form of communication that they use the most, you can feel confident that they will see the important notifications you need them to see!

You can configure your software to send a text message to remind borrowers of upcoming due dates, notify them when they miss one, tell them Happy Birthday or Thank You, and much more. You can even solicit your former borrowers.

Texting does require a subscription with one of our partner companies, and there is a charge for the service, but ask anyone using this option and they will tell you that the cost is negligible compared to the benefit you will realize from getting your messages through to your customers.

We work closely with leading service providers, and can help you every step of the way to make getting started easy and stress free. Once you get started, we promise you'll wonder why you waited. Give us a call today and let us help you maximize your software.

Windows 7 Notification

Recently, Microsoft released an update to Windows 7 and Server 2008. As you may know, Windows computers will update automatically as long as the Windows Update function is activated on the computer.

Unfortunately, this update (KB4480970) contained a bug which can, in certain circumstances, cause an error when running Loan Pro. If your computer runs MS Windows 7, and you have recently been experiencing "Runtime Error 3049" while running Loan Pro, you are likely experiencing the issue associated with the most recent Windows update.

What you need to know:
We want you to understand the issue is not a problem with your loan accounting software. Microsoft is aware of the problem, and already have a fix available.

For those who have called FSS support because of the Runtime Error, we have been removing the update, and disabling the automatic Windows Update function to prevent it from continuing to update and thus keep re-installing the version causing the issue.

Microsoft currently offers a patch to fix the issue, but it must be manually installed by the user. However, it is our understanding Microsoft will include the patch in a future automatic update (possibly as soon as February). We advise any customers who have experienced this issue to contact us so that we may take the necessary steps to 1) stop the error from occurring, and 2) ensure your update settings are correct.