

March 2018



Issue 3

In This Issue

1

•Birthday Solicitations

2

•Meet the Team

Are You
Up-To-Date?

Current Version:
1645

What's New, FSS?



The National Cowboy & Western Heritage Museum is America's premier institution of Western history, art, and culture. Founded in 1955, the Museum collect, preserves, and exhibits an internationally renowned collection of Western art and artifacts, and sponsoring dynamic educational programs to stimulate interest in the enduring legacy of the American West.

Birthday Letters

Did you know you can use LaonPro to wish your customers Happy Birthday? This feature will allow you to solicit borrowers with an Open Loan, and a birthday between the 6th day of next month, and the 5th day of the following month. Here's how you do it:

1. Go to Setup>General Options>CDP/End of Month
 - a. Toggle Solicit Birthdays at EOM Close
2. Create your Birthday letter
 - a. Go to Tools>Edit Loan Letters and then click Create Letter
 - b. The name must be AutoBirthday
 - c. Use the variables to create your own custom letter
 - d. Save the letter
3. When you close the month your letters will automatically print

And don't forget, if you need help, just call FSS and say HELP!

Meet your Support Team



Meet **Alan Rowin**. Alan is a twenty year veteran at Financial Software Systems. What you may not know is that Alan is an accomplished musician. Alan is a Classical and Jazz pianist, and can also play six other musical instruments. He's been married for twenty-five years, and has two children. Before joining the FSS team, Alan worked at Standard Life Insurance.



Mac McNeal is another support team veteran. This October will mark Mac's twenty year anniversary with FSS. As a result, Mac has tackled pretty much every issue in the wide world of technical support at one time or other. Mac's been married for twenty years, and has three children, and eight grandchildren. Before joining our team, Mac was a long haul truck driver.



Meet **Jon Jester**. Jon joined our team in 2015, and quickly gained a reputation for dependability and accuracy. Jon is an Oklahoma City native who enjoys dominating at video games and watching movies - except in summer, when he spends weekends at the family lake-house. Jon graduated from Oklahoma City Community College before coming on board.



Jacob Thomas joined us in 2016. Before joining our team, Jacob was a Pipeline Surveyor, but was looking for a place to put his knack for fixing computers and networks to good use. As a native Oklahoman, Jacob enjoys hunting, camping, and all things outdoors. He is also a die-hard OU Sooner fan, making him okay in my book.



Joshua Rosino is our newest support staff member. Outgoing and quick to learn, Joshua swiftly earned his place on this team. Joshua is married and has a three year old son, which keeps him busy away from the office. Before joining our support staff he was the Lead Printing Press operator for Braum's Ice Cream and Dairy Stores – an Oklahoma institution, for those who didn't already know!



Finally, meet our support staff supervisor - **April Click**. April has been at FSS for five years. She manages the support team, collaborates with the programming staff, and works closely with customers to provide the best customer support experience possible. Before coming to FSS, April managed one of the largest apartment complexes in OKC. In her free time she enjoys cooking and spending time with family.