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Are you up to
date?



Latest Version #

1724

What's New, FSS?



We had an amazing time visiting with our friends at the 2019 Texas Consumer Finance Association's Annual Convention in San Antonio, TX!

Thank you to everyone who helped organize an awesome event and to all the participants for making it fun. We also want to give a special thanks to all our wonderful customers who found time to catch up with us and made this a weekend to remember.

Our sales staff travel to several State association conventions every year, and we like nothing more than being able to visit in person with our partners in the lending industry.

If you have photos from a convention you would like to share in our newsletter, email them to me at jeff@fssusa.com: we'd love to include them in a future edition. Until we see you again, thank you all once more for your patronage and collaboration.

Web Inquiry

Don't forget FSS offers functionality to quickly check if an applicant has a loan in one of your other branch locations. By just entering the applicant's SSN, the Web Inquiry function checks a database containing of all your company's branch offices borrowers. It's fast and easy, and you can do it without pulling the borrowers credit.

If your company has multiple branch offices in the same region, Web Inquiry is definitely a helpful tool for quickly verifying the applicant does not already have a loan in another store. If you think this would help your company, call us and we can get you set up right away.

Thank You!

This month we want to take the opportunity to remind all of you, our valued customers, how truly grateful we are for allowing us to serve you. We never take your trust for granted, and never assume your future patronage is guaranteed. At FSS, one of our goals is to provide timely, accurate, and friendly support. To this end, our support department's central focus is always resolving support calls. When our techs are not actively providing technical support to a client, they are testing new functionality. Our products are constantly evolving, and incorporating new options. Ensuring these functions work as intended, and meet your needs requires a great deal of testing.

Additionally, everyone deserves to hear a friendly voice when they reach out for assistance. We conduct follow up call surveys routinely, and one of the things we ask customers is to rate the support technician's friendliness. FSS takes support seriously. We firmly believe that you can hear a smile over the phone, and we endeavor to always be cognizant of the fact that you deserve to be treated with respect. Of course, it's easy when you enjoy what you do, and we take great pleasure in providing assistance when you need it.

So, once again on behalf of all our support, programming, sales, and bookkeeping staff, we extend a heartfelt Thank You for choosing FSS. We don't get comfortable, and we never stop innovating. We are currently developing an entirely new loan origination software system that will someday replace the existing LoanPro software, which means we plan on being around to serve you long into the future. We look forward to meeting that future with you.

New Features

Our latest version of LoanPro has several new options that can make business run more smoothly.

- You now have an option to specify **collections** may only be posted to cash drawers, and **loan proceeds** may only be posted to the checkbook. This will prevent balancing issues by ensuring transactions are always posted to the correct account.
- We have created a "Transactions by Drawer" report to help you save time closing the day. This report will provide you with the net cash difference in each drawer based on the transaction activity for the period. For users who deposit all their cash each day, this will provide you with your deposit amount.
- LoanPro now allows you to post a "convenience fee" for debit card payments made by phone in Oklahoma and Texas.
- LoanPro now has an option to "Sell" accounts. We have created a new transaction type, which posts the sold account balance to the General Ledger, and updates the account as Sold for reporting to the Credit Bureau.

If you have any questions about one of these new features, please call our support team for assistance.



Shown here are the original World Trade Center towers (left), and the new One World Trade building (right). It is the main building of the rebuilt World Trade Center complex in Lower Manhattan, New York City. One WTC is the tallest building in the United States, the tallest building in the Western Hemisphere, and the sixth-tallest in the world. The supertall structure has the same name as the North Tower of the original World Trade Center, which was destroyed in the terrorist attacks of September 11, 2001. The new skyscraper stands on the northwest corner of the 16-acre World Trade Center site, on the site of the original 6 World Trade Center.