

DIRECTOR SCRIPTING

Scripting is proven to be an effective way to reduce errors, maintain integrity of processes and procedures, reduce time spent on manual processes and repetitive tasks, and decrease the cost per loan for servicing.

Successful servicers must find new ways to perform the same operations at a lower cost and with more efficiency. Director scripting is a simple, easy solution that automates workflow, providing repeatable, consistent results. To further simplify scripting, LPS has developed prewritten “plug and play” scripts that are available individually or in bundled packages for clients to immediately implement and receive lift. Scripting is proven to be an effective way to reduce errors, maintain integrity of processes and procedures, reduce time spent on manual processes and repetitive tasks, and decrease the cost per loan for servicing.

How Does Director Scripting Work?

LPS offers a host of applications that incorporate workflow tools enabling clients to customize their desktops. Using scripting technology, LPS is now helping clients tailor processes to meet their company’s unique business needs and objectives.

By utilizing workflow automation tools, scripting enables clients to complete simple tasks in MSP through Director. The scripts are easy to install and run, and once installed, users can perform tasks without an in-depth understanding of MSP or Director.

Prewritten Scripts

Prewritten scripts enable servicers to easily adopt scripting and benefit from it without having to make a large investment. These scripts require zero implementation effort and are simple to maintain, edit and enhance. Upon request, LPS sends the servicer an e-mail

with the script(s), installation instructions and support information. Once received, the servicer can begin using these flexible scripts right away.

Examples of prewritten scripts include:

- Borrower changes
- Customer service requests
- Payment reversals
- Payoff quotes
- Waive late charges
- Default processor caseload redistribution
- HELOC closure
- Loss mitigation prequalification
- Online LetterWriter template maintenance

LPS also offers the Interrogator Script. This specially designed script will review all of your existing scripts looking for specific logic and code. This is helpful as you move to different product versions or change processes as it automates the process of updating scripts.

LPS’ scripting experts are regularly creating new scripts to improve efficiencies. Contact your Account Director for the most recent list of pre-written scripts available.

To complement the prewritten scripts, servicers can also leverage common modules and large-scale scripting.

Common Modules

Common modules are prewritten scripts that can be used to accomplish simple tasks that servicers do routinely. The true benefit of common modules comes when



they are linked together to complete a task or incorporated into a larger custom script. Common modules are available as GUI or straight code to accommodate the various usages.

Some examples of common modules include:

- Adding a memopad (MEM1) entry on one or multiple loans
- Opening a predefined task and capturing notes
- Logging a contact on DLQ1 along with applicable information

Large-Scale Scripting

LPS can assist you in a larger scripting project if you want to implement scripting in areas outside of the prewritten scripts. LPS experts can help you identify the processes suitable for scripting. Then, you can choose to design and define those scripts, or you can work with LPS to create them. Regardless of your scope, LPS can provide the support, instruction and guidance needed for successful automation.

LPS offers the following Director scripting products and services:

- Project management
- Consulting services
- Programming services
- Scripting classes
- Script development and maintenance
- Program modules
- Optimization review

Value and Benefits

Due to the flexibility of scripting, the uses can be endless, creating numerous benefits for servicers.

Increased Productivity

- Reduces the number of handoffs and manual processes.
- Automates repetitive tasks through workflow inherent in scripts.
- Ensures the right steps are completed every time, eliminating manual errors in multistep or complex process sequences with tasking rules and processes.
- Completes loan processing activities more quickly, leaving more time for staff to finish supplemental processes.
- Provides the ability to write and read from external data sources, such as spreadsheets, databases and flat files.

Increased Process Controls

Through scripting, processes are performed correctly every time, helping clients meet servicing deadlines and avoid penalties.

Decreased Costs

- Optimizes processes, resulting in reduced costs per loan.
- Makes it feasible for your company to hire personnel without mortgage experience.
- Reduces training time for staff.

Whether on a small scale using prewritten scripts or across your servicing organization using customized scripts, contact LPS today to unlock the power of scripting in your organization.

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LENDER PROCESSING
SERVICES

mortgage.marketing@lpsvcs.com

800.991.1274

www.LPSVCS.com