

LPS Desktop Web-Based Training

# Catalog 2010

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### Loss Mitigation WBT

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#### Desktop Loss Mitigation Basic Navigation

This module is designed to provide learners with the knowledge and skills required to navigate the Desktop Loss Mitigation System. Upon completion of this module, learners will be able to: access the Desktop Loss Mitigation system; identify components of the Desktop Loss Mitigation system; use the user guide to research features; and use third party links to access additional information. *Target Audience: ALL DLM Users; Prerequisites: None; Expected Duration: 15 minutes*

#### Desktop Loss Mitigation Overview

This module is designed to provide learners with the knowledge and skills required to navigate the homepage of the Desktop Loss Mitigation System. Learners will identify features of My Queue,

demonstrate searching for a Loan, apply reminders and Tasks to a Loan and identify the Levels of Rules used in Desktop Loss Mitigation. *Target Audience: ALL DLM Users; Prerequisites: Loss Mitigation Basic Navigation; Expected Duration: 15 minutes*

#### Desktop Loss Mitigation Tool Menu Overview

This course will introduce you to some of the basics features of the Tool Menu. Upon completion of this module, learners will be able to: identify the Documents icon and apply Documents to a loan; identify the NPV Variable feature; identify Borrower Contact Log feature; identify General Information properties; and identify the Rules Violation tab in the Audit Log. *Target Audience: ALL DLM Users; Prerequisites: Desktop Loss Mitigation Overview; Expected Duration: 10 minutes*

#### Loan Information

In this module, users will learn about Loan Information within Desktop Loss Mitigation. Upon completion of this module, learners will be able to: describe loan information fields; describe senior lien fields; and modify borrower information fields. *Target Audience: ALL DLM Users; Prerequisites: None; Expected Duration: 10 minutes*

#### Borrower Financials

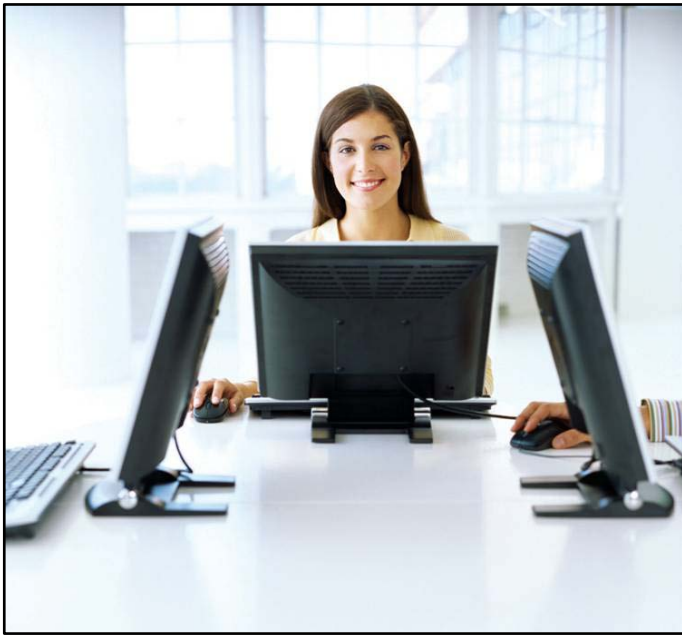
This course will provide users with an overview to the functionality of Desktop Loss Mitigation Borrower Financials, including identifying the financials screen, adding new and editing existing financials. *Audience: ALL DLM Users; Prerequisites: Loan Information; Expected Duration: 6 minutes*

### Business Intelligence WBT

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#### Introduction to Business Intelligence

This brief course will provide users with an introduction to the basic functionality of Business Intelligence, including searching for, running and viewing reports. Upon completion of this module, learners will be able to: access Business Intelligence; navigate within InfoView; search for a report; manually run and view a report; and schedule a report. *Target Audience: ALL BI Users; Prerequisites: None; Expected Duration: 15 minutes*



## Invoice Management: REO Broker WBT

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### Invoice Management REO Broker Basics and Administration

This course will introduce you to some of the basics of Invoice Management, along with how to perform some of the administrative tasks. *Target Audience: REO Brokers; Prerequisites: None; Expected Duration: 15 minutes*

### Using REO Management

This course will introduce you to the concepts and tasks required to work with invoices in Invoice Management. *Target Audience: REO Brokers; Prerequisites: Invoice Management REO Broker Basics and Administration; Expected Duration: 15 minutes*

### Invoice Management REO Reports

This course will introduce you to the various reports that can be run in Invoice Management, along with eMessaging functionality. *Target Audience: REO Brokers; Prerequisites: Using REO Management; Expected Duration: 15 minutes*

### Invoice Management Monthly Billing

This course will introduce you to the monthly billing process for Invoice Management. Upon completion of this module learners will be able to: recognize the need to remit payment in a timely fashion; reconcile records with the online billing reports and inquire about any discrepancy; send a payment to the appropriate address with the necessary information and resolve any payment problem that may occur. *Target Audience: IM Vendors; Prerequisites: None; Expected Duration: 10 minutes*

### Invoice Management Import Tools

This course will introduce you to using Import Tools to send multiple invoices to Invoice Management rather than entering them manually, one at a time. Upon completion of this module, learners will be able to: download and install needed Import Tools; open invoice files for import; import and validate invoices; correct errors on invoices; and remove data from the Import Tool and archive files. *Target Audience: All IM Users; Prerequisites: Basic Knowledge of IM; Expected Duration: 15 minutes*

## Tax Management WBT

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### Tax Management Overview

This course provides an overview of the functionality and navigation of the new LPS Desktop Tax Management application. The course also includes information on the Management and Processor Queues in addition to viewing Exceptions. *Target Audience: ALL TM Users; Prerequisites: LPS Desktop Basics; Expected Duration: 20 minutes*

### Tax Management for Managers

This course provides an introduction to the Management Dashboards and Resource Management features of the new LPS Desktop Tax Management Application. *Target Audience: ALL TM Users with Management Access; Prerequisites: None; Expected Duration: 15 minutes*

## Invoice Management WBT

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### Invoice Management Overview

This course will introduce learners to the functionality and navigation of the LPS Desktop Invoice Management application. Upon completion of this module, learners will be able to: access Invoice Management; identify common Invoice Management features; use Search and eMessage features; identify how to access various reports; and explain the functionality of the User Guide. *Target Audience: ALL IM Users; Prerequisites: None; Expected Duration: 20 minutes*

## Invoice Management: Vendor WBT

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### Invoice Management Monthly Billing

This course will introduce you to the monthly billing process for Invoice Management. Upon completion of this module, learners will be able to: recognize the need to access the monthly invoice, and remit payment in a timely fashion; reconcile records with online billing reports and inquire about any discrepancy; send the payment to the appropriate address with the necessary information; and resolve any payment problem that may occur. *Target Audience: IM Vendors; Prerequisites: None; Expected Duration: 10 minutes*

### Invoice Management Automated Clearing House (ACH) Training

This course will introduce learners to the functionality available in the first phase of the ACH implementation, including activating and deactivating accounts, changing account information and impacted reports. Upon completion of this module, learners will be able to: activate an ACH account; deactivate an ACH account; change account information; determine which servicers are using ACH features; and view impacted reports. *Target Audience: All IM Users with ACH Functionality; Prerequisites: None; Expected Duration: 10 minutes*

### Invoice Management Import Tools

This course will introduce you to using Import Tools to send multiple invoices to Invoice Management rather than entering them manually, one at a time. Upon completion of this module, learners will be able to: download and install all needed Import Tools; open invoice files for import; import and validate invoices; correct errors on invoices; and remove data from the Import Tool and archive files. *Target Audience: All IM Users; Prerequisites: Basic IM Knowledge; Expected Duration: 15 minutes*

## Invoice Management: Investor WBT

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### Invoice Management Investor Portal Claims Processing

This course will introduce you to claims processing in Invoice Management, including approving and unapproving claims, as well as denying and curtailing claims. Upon completion of this module, learners will be able to: search and view existing claims; find information located in the Claim Details tab; address exceptions on a claim; approve, unapproved, or deny a claim; and curtail a claim and request servicer

information. *Target Audience: IM Investors; Prerequisites: None; Expected Duration: 30 minutes*

## Invoice Management: Servicer WBT

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### Invoice Management Claims Creation

This course will introduce you to the process required to create and submit a claim within Invoice Management. Upon completion of this module, learners will be able to: create a claim from the Invoice Detail page; create a claim using the Investor Loan Number; add new or existing line items to a claim; attach documentation to a line item; and view existing claims. *Target Audience: IM Servicers; Prerequisites: Basic IM Knowledge; Expected Duration: 15 minutes*

### Invoice Management Servicer Read Only

This course is designed to give an overview of Servicer Invoice Management Read Only access, common features such as: accessing Invoice Management, using the search option, find and view invoices, access various reports, and explain the functionality of the user guides. Upon completion of this module, learners will be able to: access Invoice Management and identify common features; find and view invoices within Invoice Management; create P-Notes and Reminders; access various reports; and use the online User Guide. *Target Audience: IM Servicers; Prerequisites: None; Expected Duration: 25 minutes*

## General Desktop WBT

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### LPS Desktop Navigation Pane eBrief

This eBrief covers the changes to the Navigation Pane that are being introduced in the 2.6 release of LPS Desktop. This course can be taken by any user of LPS Desktop. *Target Audience: All LPS Desktop Users; Prerequisites: None; Expected Duration: 5 minutes*

### LPS Desktop Basics

This module is designed to provide learners with the knowledge and skills required to navigate LPS Desktop. The Processes within the module are performance-based, mirroring the live environment and requiring the learners to navigate the application to customize their desktop and utilize the User Guide. *Target Audience: All LPS Desktop Users; Prerequisites: None; Expected Duration: 25 minutes*

## Process Management WBT

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### Process Management Read Only Access

This course is an introduction to navigating both LPS Desktop and the Process Management module. You will be shown how to Login, Customize the interface, Use Queues and Filters, and Find information on a loan in a manner consistent with your access level. *Target Audience: All PM Users; Prerequisites: None; Expected Duration: 25 minutes*

### Process Management Overview

This module is designed to provide learners with the knowledge and skill required to navigate Process Management. The processes within the module are performance-based, mirroring the live environment and requiring the learners to navigate the application to customize their desktop and utilize the User Guide. The design incorporates multiple learning styles in an online environment. *Target Audience: All PM Users; Prerequisites: LPS Desktop Basics; Expected Duration: 25 minutes*

### Process Management Intercoms

This course will introduce you to Process Management Intercoms. Upon completion of this module, learners will be able to: identify intercom functionality via My Items Module; and Identify intercom functionality via the process screen. *Target Audience: All PM Users; Prerequisites: Process Management Overview; Expected Duration: 15 minutes*

### Process Management Workgroups

This course will introduce you to using workgroups in Process Management. Upon completion of this module, learners will be able to: define work groups; determine availability of a process step; check out a process step; and check in a process step. *Target Audience: All PM Users; Prerequisites: Process Management Overview; Expected Duration: 15 minutes*

### Process Management Holds

This course will introduce you Holds in Process Management, including identifying hold status, using the hold queue, requesting a hold, editing a hold and deleting a hold. Upon completion of this module, learners will be able to: identify a loan's hold status; use the holds queues; create a hold; edit a hold; and delete a hold. *Target Audience: All PM Users; Prerequisites: Process Management Overview; Expected Duration: 15 minutes*

### Process Management Issues with Approval/Denial

This module is designed to provide learners with the knowledge and skill required to work with Issues in Process Management. Upon completion of this module, learners will be able to demonstrate: raising an issue, approving an issue, and denying an issue. *Target Audience: All PM Users with approval/denial authority; Prerequisites: Process Management Overview; Expected Duration: 20 minutes*

### Process Management Fees & Costs

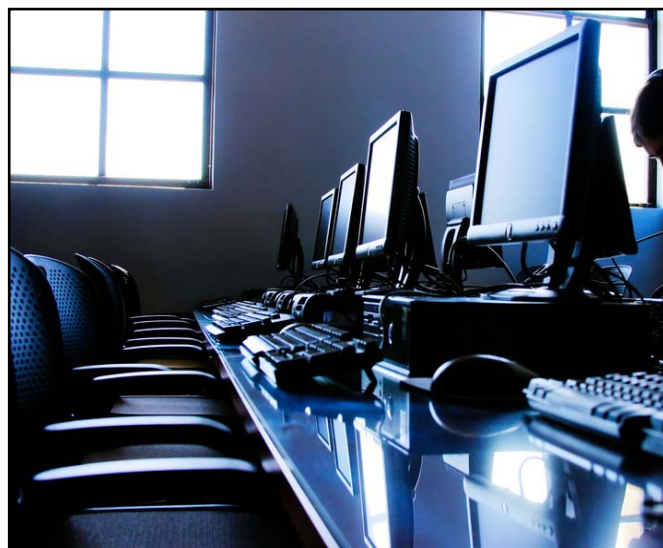
This module will teach Process Management users how to request, cancel, reject, and accept Fees and Costs quote requests. Upon completion of this module, learners will be able to: Identify features of the Fees & Costs Module; request a Fees & Costs quote; cancel a Fees & Costs quote request; and accept and reject a Fees & Costs quote. *Target Audience: All PM Users; Prerequisites: None; Expected Duration: 15 minutes*

### Automatic Access to Court Electronic Records (AACER)

This course will introduce you to the basics of using and navigating the LPS Desktop application. *Target Audience: AACER Users; Prerequisites: None; Expected Duration: 10 minutes*

### Process Management Pull-In Steps

This activity will help the learner to become familiar with using Pull-In Steps in LPS Desktop Process Management. *Target Audience: All PM Users; Prerequisites: None; Expected Duration: 5 minutes*



## Document Management Classic WBT

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### **Document Management Classic Basics**

This module is designed to provide learners with the knowledge and skills required to use Document Management Classic. The Processes within the module are performance-based, mirroring the live environment and requiring the learners to navigate the application to upload and view documents. *Target Audience: All PM Users; Prerequisites: None; Expected Duration: 20 minutes*