

## **NASCOE** can take your

# **PROGRAM EFFICIENCY SUGGESTIONS**

## directly to the National Specialists!

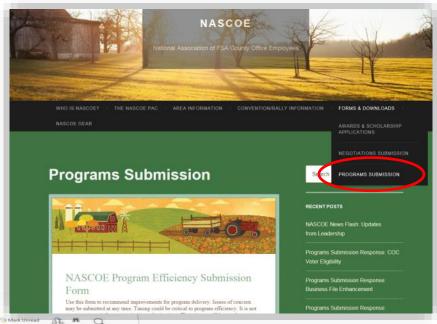
Have a solution to a program or software problem or inefficiency?

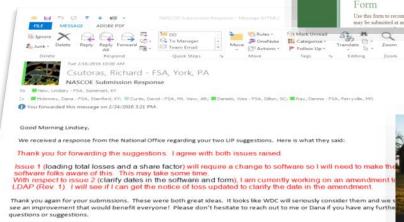
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Visit nascoe.org and submit your idea through the Program Efficiency Submission Form.

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A state, area, or national programs chairperson may contact you for further clarification of the problem/ solution, and will keep you informed of their communication with WDC!







Once the National Programs chair has consulted with the National Office, the response will be shared on the NASCOE website.

Programs suggestions can be submitted on work time and NASCOE has the ability to work on these ideas year-round, not just at negotiation time. Send in your ideas as soon as you think of them. NASCOE wants to see prompt results when it comes to your ideas for how we can improve the way we do business!



### Programs Submission Response: MAL/LDP

MARCH 10, 2016

#### ISSUE:

When processing a MAL in CLPS you have to record information about disbursements before it is know whether you need a joint payment or not. This information is not known until the lien waivers come back. Once office has had to correct 4 loans due to this.

#### FACTS

If feels as if "Disbursements" is required by the software too soon. You do not know if you need a joint payment until the lien waivers come back. Without the lien waivers, you don't know if it needs to be a joint payment or direct deposit to the producer. This means the CO is guessing about the step in some cases.

#### SOLUTIONS

Could the process be reviewed to accommodate loading the disbursement issue later in the process by restructuring the order of required information in CLIPS?

#### ATIONAL OFFICE RESPONSE: