



BULLETIN

January 2005

DLB-05-01

Subject: New Enhancements to the Electronic Master Promissory Note Web Site

Dear Partner:

Over the past weekend, we implemented several changes to the Electronic Master Promissory Note (MPN) web site. Please review the changes outlined below to determine how they may impact information for your borrowers or processing at your school. The changes that became effective on January 16, 2005 are as follows:

1. New text has been added to each page to clearly state how many steps the user has left to complete. The new text reads: "You are not done yet...there are X steps left to complete."
2. Step 3 has been updated with additional text that includes instructions indicating that a student user must use the same name data used on the FAFSA when completing the MPN.
3. Step 8 has been renamed to be more descriptive of the action the user must take. Step 8 is now named "Review Signed MPN/Enter Confirmation Code".
4. In Step 8, we improved and highlighted the information about where a user can find the confirmation number by using a larger font and a text box. The text reads: "You can find your confirmation code at the bottom of the last page of your signed MPN."
5. In Steps 2 through 10, we changed the navigation button previously named "Exit" to "Cancel" to more accurately indicate that the MPN will be cancelled if the user selects the button.

In addition, we added a pop-up window when the user clicks "Cancel" to confirm the user has not yet submitted an electronic MPN and the information will not be saved. The user will see the following text: "You have not completed your electronic MPN. If you click "OK," you will exit this site and your information will be lost. To continue completing your electronic MPN, click "Cancel." They will also see the 'OK' and 'Cancel' button options.

6. Some users have difficulty completing their MPNs electronically because of pop-up blockers. To help prevent this problem, we added information to the initial site instructions and the hardware/software requirements about disabling pop-up blockers in their browsers or with external programs. In addition, we added a message about disabling pop-up blockers immediately preceding the Step 8 confirmation (PDF) window.

We hope these changes improve the electronic MPN process for your borrowers. If you have additional questions about this information, please contact the COD School Relations Center at 800/848-0978 or e-mail codsupport@acs-inc.com. Thank you for your ongoing partnership in the Direct Loan Program.

Sincerely,
Bill Leith
General Manager, Program Operations Channel