



Electronic Access Conference **2000 GET CONNECTED**



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Student Financial Assistance



Session 39

Direct Loan Origination Update



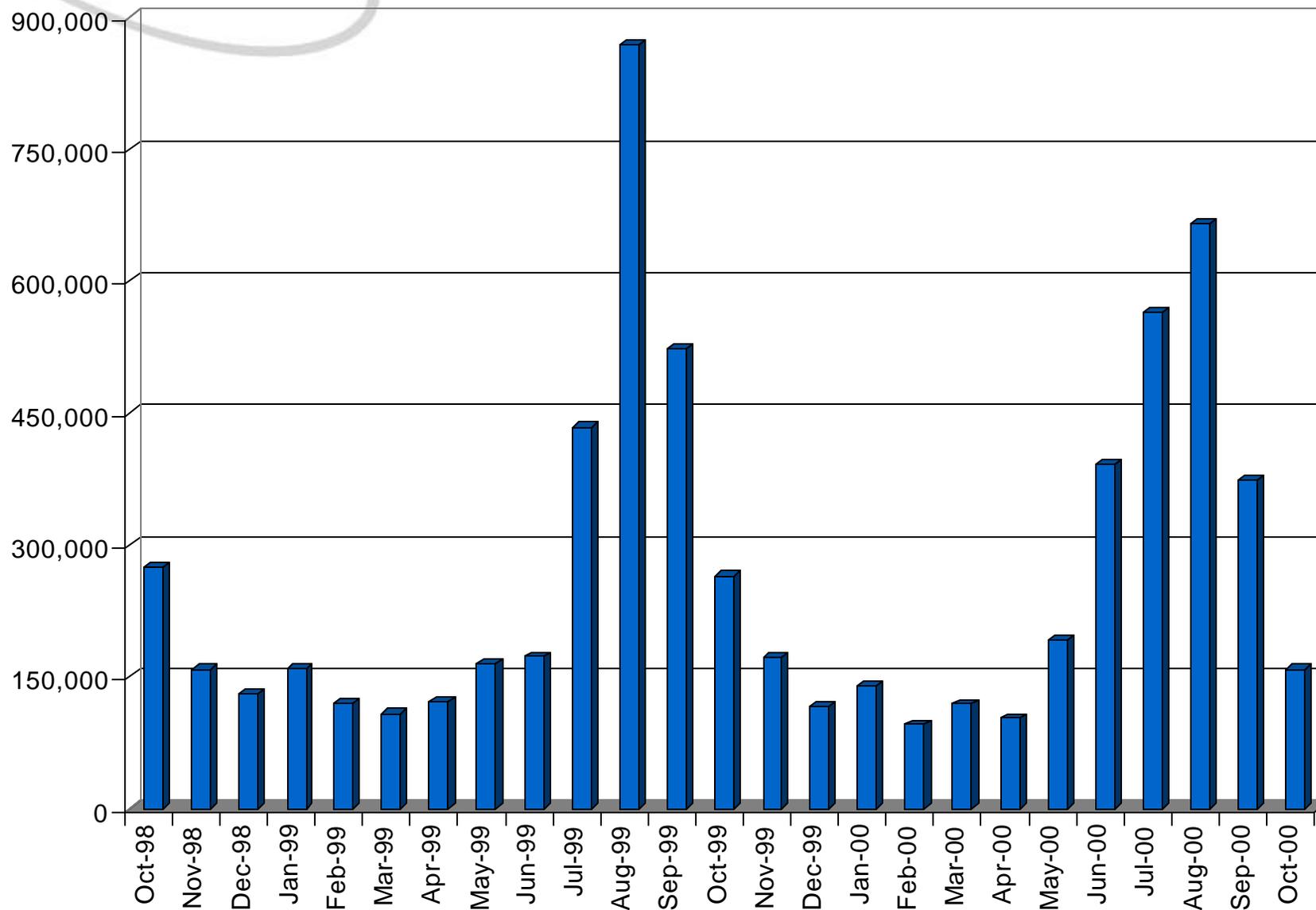
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- Current Processing Update
- Customer Service Enhancements
- Interest Rebate
- LO-Online Changes
- 2001-2002 Batch Changes
- Reconciliation Update



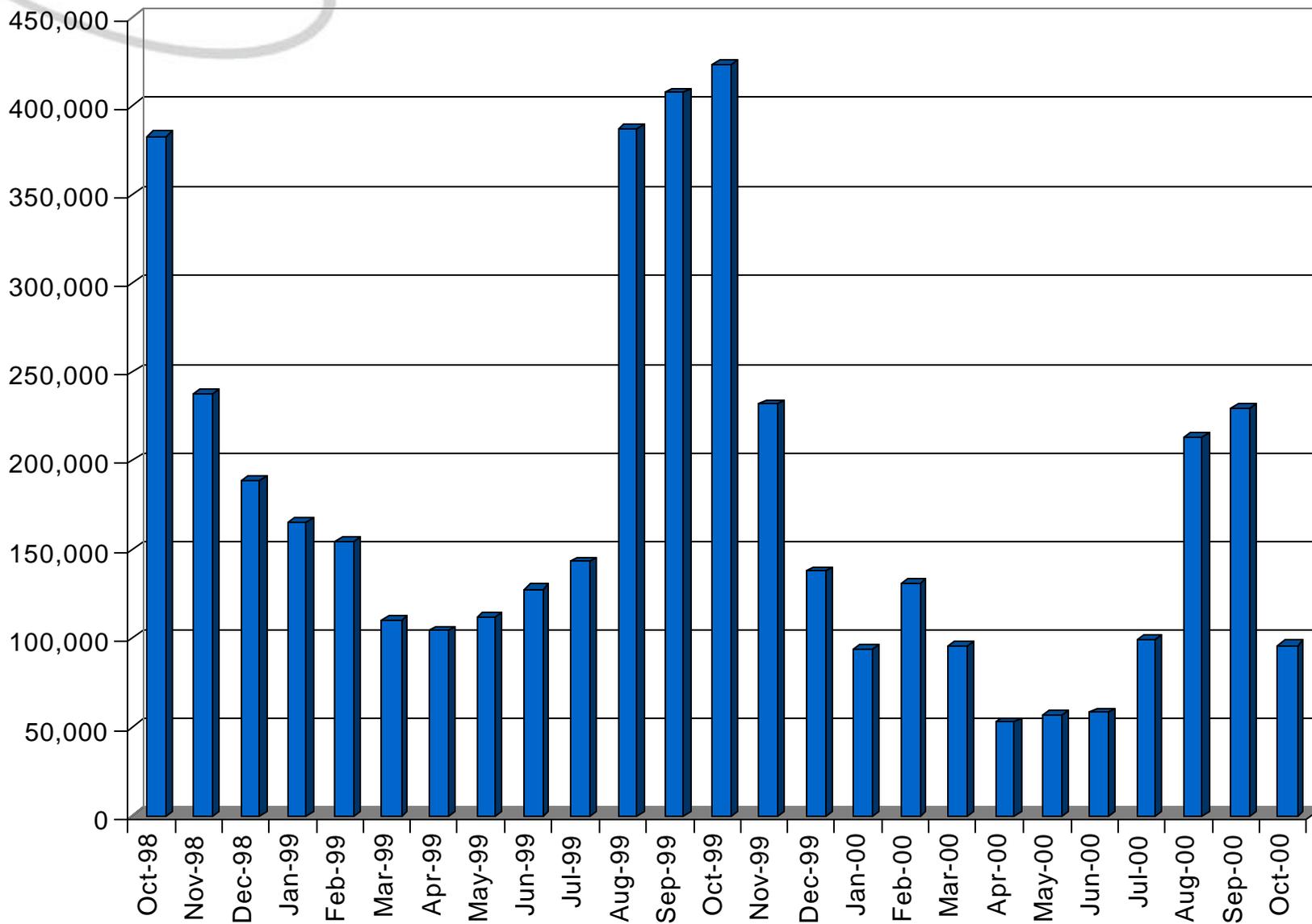


LO Records Processed





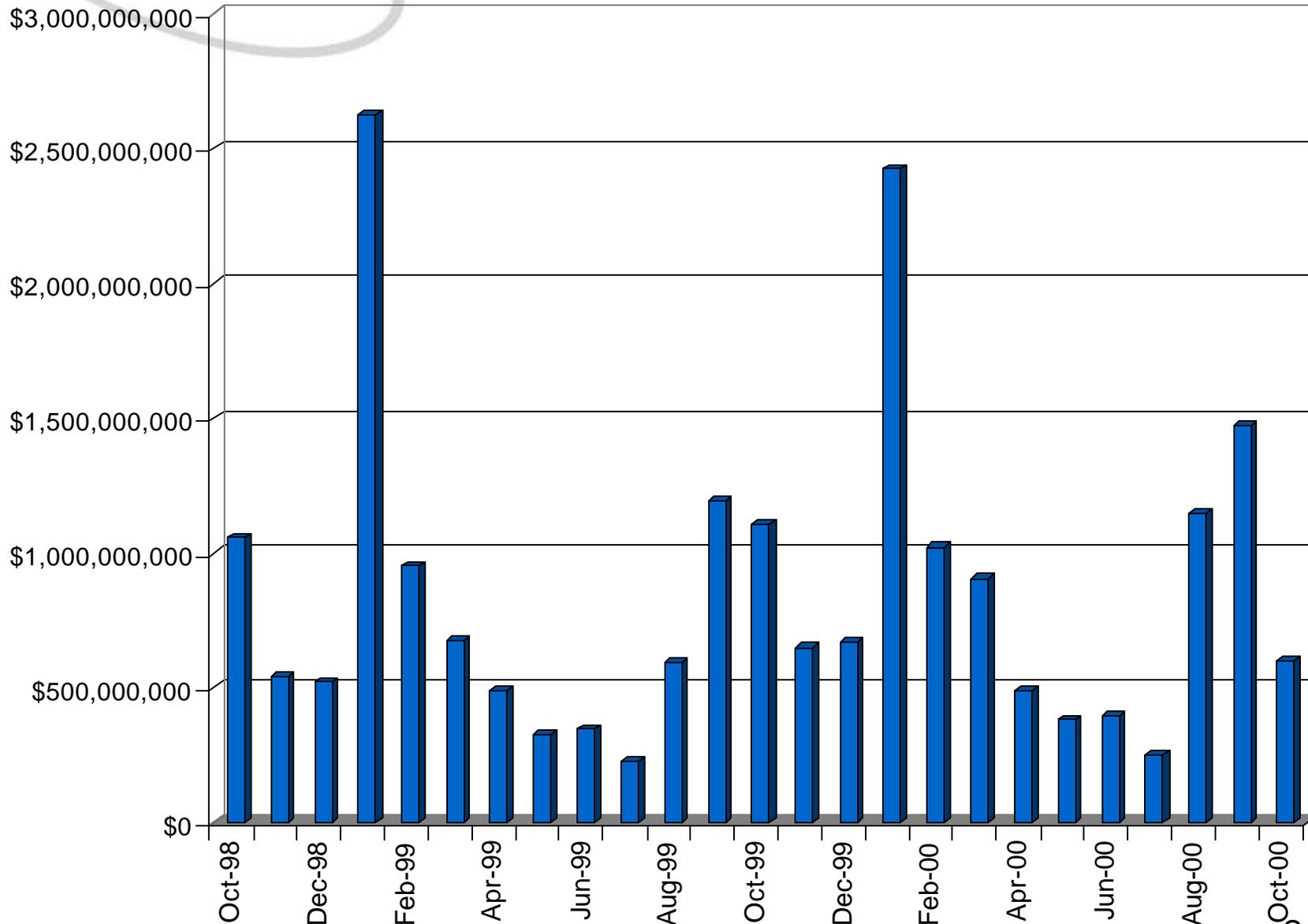
P-Notes Processed





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Disbursements Processed





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Current Processing Updates

- Paper Manifests are returned regular mail
- Borrowers are receiving an interest rebate without changes to school systems
- Visited schools to learn about various processes
- 732 report
 - Established a schedule
 - Produced the report for current Program Year



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Customer Service Enhancements

- Database Check of MPN ID's
- Created a CSR Career Path
 - Attract longer term people to the job
 - Allow enhanced salary options
- School Visits to the LOC
 - Schools listen to calls
 - Review calls and update training material



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Customer Service Enhancements

- Requesting 3rd Party Vendor software training materials
- New CSR Monitoring Software
 - Records conversations for playback and review
 - Used for training enhancements



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What's New



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Interest Rebate

- Current year (PY 00-01)
 - All changes made in Servicing System
 - LO is notifying borrowers
 - Updates available in Servicing in November





Entrance Counseling

- On the LO Web site November 2000
- Students
 - Access site by using their existing PIN or by providing name, SSN, and date of birth
 - Enter the school or schools they would like to view the results
 - Walk through counseling and take the quiz
 - Results are stored at the LOC



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Entrance Counseling

■ Schools

- View results from their students online
- Results retrieved by entering SSN or a date range



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Data Changes over the Web

- **Demographic Changes**
 - Implemented in September 2000
- **Loan Origination/Change Records**
 - February 2001
 - Change data for all program years
 - The LOC will not send an acknowledgement back to schools



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Data Changes over the Web

■ Disbursement/Adjustment Records

- Restricted access
- On-line changes will be included in DLSAS and 732 reports



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Data Changes over the Web

- Why is disbursement change restricted?
 - The disbursement sequence number would be automatically generated by the on-line update
 - If a school generates a disbursement change through the batch process, a disbursement sequence number would be generated
 - This could cause duplicate disbursement sequence numbers and the record would reject
 - Working on a process on how to allow any disbursements/changes



Data Changes over the Web

- Knowing what has been changed
 - Capability to query for changes and save them from the web site
 - SSN
 - Loans
 - Date range
 - Access to online historical view of data changes





Web Enhancements for 2001-2002

- **Dependency status**
 - On the loan detail page instead of the person detail page
- **E-mail addresses**
 - Display e-mail address passed to the LOC
- **1st Disbursement**
 - Includes the flag that indicates the first disbursement on the disbursement detail page



Web Enhancements for 2001-2002

■ MPN on file

- Displays there is an MPN on file and also includes the expiration date

■ Reports

- Schools will be able to indicate over the web if they no longer want a specific report
- Can select a format for receipt of report

■ A “Help File” will be available on the web site for common batch processing errors





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2001-2002 Batch Changes

■ Loan Origination Changes

- Schools who do not do drawdowns are required to change anticipated disbursements with LAA changes
- Credit checks for PLUS loans will be acknowledged in a single cycle
- Upfront Interest Rebate
- First Name Processing Modified
- New Grade Level Value Processing



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2001-2002 Batch Changes

■ New fields on LOR

- E-mail Address (field #149)
- Interest rebate field has been added for each Anticipated Disbursement



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2001-2002 Batch Changes

■ Disclosure Statements

- On the loan level:
 - Giving gross loan amount, loan fee, interest rebate, and net loan amount
 - Net loan amount=gross loan-loan fee+interest rebate
- On disbursement level:
 - Net disbursement amount
 - Anticipated disbursement date



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2001-2002 Batch Changes

■ Software Testing

- Beginning in January
- Test with any software vendor or Mainframe school
- Requires a test G-code
- Requirements and processes are being reviewed
- Plans are to post successful testers on the LO Web



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Reconciliation Update

- Program Years 1995/1996 and 1996/1997
 - Accounted for 99.98% of disbursement records for the \$15.8 billion drawn down by 1269 schools



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Reconciliation Update

■ Program Year 1997/1998

- Accounted for 99.9% of disbursement records for the \$9.4 billion drawn down by 1211 schools
- Will send bills to schools with an ending cash balance by the end of December
- Will send close-out letters to schools with a zero balance
- Will close schools at the LOC



Reconciliation Update

- Program Year 1998/1999
 - Accounted for 99.8% of disbursement records for the \$9.6 billion drawn down by 1199 schools
 - The process for sending bills and close-out letters will be the same.
 - The final dates will be determined





Questions

- If you have technical questions, please send them to: loan_origination@mail.eds.com
- Use a subject line of “Technical question”
- Answers will be returned within 3 business days
- If an answer cannot be given within 3 business days, you will be notified
- Please include your name, organization, and a phone number





Loan Origination Contacts

- **E-Mail Address:**

loan_origination@mail.eds.com

- **School Relations at the LOC:**

1-800-848-0978

- **School Relations Fax:**

1-800-557-7396

- **School Relations at the Servicing Center:**

1-888-877-7658



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