

Guidelines for Ordering Direct Loan Publications

Ordering Methods Direct Loan Publications must be ordered from the U.S. Department of Education via FSA Pubs. Schools can do this in any one of the following ways:

Web: www.FSApubs.org
Telephone: 800/394-7084
E-mail: orders@fsapubs.org
Fax: 301/470-1244

- Fulfillment**
- The FSA Pubs Warehouse ships (fulfills) orders within 3 business days after an order is received.
 - Schools should receive most orders within 7-10 business days, depending on your school's location.
 - After 10 business days, please contact FSA Pubs to assist in tracking the order.
 - FSA Pubs must have a street address for delivery; most carriers cannot deliver to a P.O. Box address. A contact name and phone number is also helpful.
 - In general, there is no limit to the quantity of items schools can order.
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- Return Requests** If materials must be returned, contact FSA Pubs to make arrangements for the return.
- Returns can only be picked up at the same address to which they were shipped/delivered.
 - Only materials that can be used to fulfill future orders can be returned.
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Backorders Some fulfillment requests may not be shipped immediately because the item is on backorder. In this case, your packing slip will indicate the item on backorder and the expected ship date, if it is known.

Other Bulk Publications Additional student financial aid publications are also available for order on FSA Pubs. All publications are provided at no cost.

Direct Loan Publications

Direct Loan Publications

- Direct Loan Basics for Students
- Direct Loan Basics for Parents (English or Spanish)
- Direct Loan Basics for Graduate and Professional Students
- Entrance Counseling Guide For Direct Loan Borrowers
- Exit Counseling Guide For Direct Loan Borrowers
- Direct Loan Entrance Counseling on DVD (The DVD contains both English and Spanish language versions.)
- Direct Loan Entrance/Exit Counseling on DVD (The DVD contains both English and Spanish language versions.)
- Direct Subsidized/Unsubsidized Loan Master Promissory Note With or Without Data Labels and Related Documents
- Direct PLUS Loan Application & Master Promissory Note With or Without Data Labels and Related Documents
- Direct Loan School Guide

Definitions

The term “Related documents” refers to the Master Promissory Note Addendum (if applicable), the Borrower’s Rights and Responsibilities Statement, and the Plain Language Disclosure.
