

# How To

## Correct NSLDS Error Messages

As part of our campus-based offering, Campus Partners reports all loan changes to NSLDS on a monthly basis. Occasionally the loans reported to NSLDS are rejected for various reasons. All rejected loans are reported back to Campus Partners and require corrective action. To assist you with correcting these errors, Campus Partners has identified the most common reject reasons and has provided the corrective action required.

Campus Partners posts the *NSLDS Load Error Report* to *eXpressReports*. These reports identify any rejected NSLDS files. Full Service and Modified customers need to perform the corrective actions to borrower accounts as outlined below. The corrections will be reported to NSLDS when we run the monthly NSLDS file. It is important that these reports be reviewed and processed each month to ensure the most up-to-date information is being reported for every student.

Campus Partners will continue to provide the proper corrective action for Enhanced customers.

### **Date Enrollment Status Effective – Based on Enrollment Status, Date must be $\geq$ Date of First Disbursement – 60 days:**

In this case, the ‘Enrollment Status Effective Date’ and the enrollment status code must be updated.

An enrollment status “G” for example, means that the borrower has graduated from school. The ‘Enrollment Status Effective Date’ should equal to the separation date when the enrollment status code is changed to “G”. The Enrollment Status Effective Date should also equal the separation date, if the borrower withdraws from school. The correct date either needs to be provided to Campus Partners or you can update this information on the Loan Display/Transaction Input 3 screen (LN3).

### **Date of Birth Errors:**

Missing dates of birth need to be supplied to Campus Partners or updated online using the Borrower Display (BOR) screen. There are reasonability edits for the date of birth field. The date of birth must be at least 12 years before and no more than 90 years before the first disbursement (note) date.

### **Social Security Numbers Conflicts:**

Social Security Number conflicts are listed on the NSLDS Error Load Report as “- the number is currently being used by another student-.” These errors normally indicate that Campus Partners has been provided an incorrect SSN for the borrower. However, in some cases the conflict is

simply a difference in the borrower's first name. You should first review the borrower names provided on the report to determine if other loan(s) for the borrower may have been reported under a variation of their name, such as Mike vs. Michael. In which case changing the name to match the value on NSLDS will resolve the error.

If the names are clearly different, you will need to verify the correct SSN for your student and either provide a correct SSN or proof of its validity to Campus Partners.

**Date of Cancellation:**

This error message identifies a cancellation processed with an end date in the future. For example, on 5/28/2009, a cancellation was processed for the period from 8/1/08 to 8/1/09. These types of errors will report on the monthly reject file until the cancellation end date is in the past. No corrections are necessary or required.

**Past Period Adjustments Errors:**

NSLDS experiences issues with handling prior period adjustments when disbursements are removed prior to the last disbursement recorded.

For example:

- A loan was disbursed on 8/1/08.
- Additional disbursements were added on 1/5/09, 8/1/09, and 1/5/10.
- On 1/10/10 the amount disbursed on 8/1/09 was removed from our servicing system.

NSLDS is unable to interpret the reduction of the loan amount and successfully match it to the actual disbursement record that was built when the disbursement was initially reported. Therefore, when these loans are reported to NSLDS, they will reject and require a manual adjustment by the NSLDS Customer Care Group. To correct this type of error, please contact your Customer Service Representative for instructions.

**Student Academic Level / Student Academic Year Errors:**

All disbursements made on or after 7/1/08 are reported to NSLDS as separate loans based on and grouped by the Academic Year associated with each disbursement. Since the Academic Level is not available on old individual disbursement records, an Academic Level of 'N' is reported on all loans disbursed prior to 7/1/08.

Borrowers with existing loan(s) prior to 7/1/08 who continued to receive disbursements from the same school did not have an Academic Year or Academic Level populated until the new edits were implemented on 11/1/08. These loans are reported to NSLDS as two individual loans. For example:

Note Date: = 8/15/07 (initial disbursement)	= Acad Yr = ____	Level = ____
2nd Disbursement = 1/12/08	= Acad Yr = ____	Level = ____
3rd disbursement = 8/12/08	= Acad Yr = 08	Level = 2

In the example above, the first loan would reflect the first and second disbursement and the second loan would reflect the third disbursement.

If the borrower received only one disbursement, which was reported to Campus Partners as a new loan with a note date of 8/20/08, the loan will be reported to NSLDS as follows:

Note date = 8/20/08 (single loan with first/last disbursement date) =  
Acad Yr = 08    Level = 2

If you receive any of these error messages, please provide Campus Partners with a copy of your report, highlight the accounts that require adjustments, and provide us with the correct Academic Year and Academic Level. Campus Partners will update the record, and the next file submitted to NSLDS will update the borrower records with the correct academic level and academic year.

If you have questions or need assistance reviewing and processing the NSLDS Load Error Report, please contact your Customer Service Representative.