

HOW TO

Submit New Loans and Advances and Un- postable New Loans and Advances

It's That Time of Year Again!

Campus Partners offers customers several methods to submit information on new loans and advances: **electronically** through **DataDirect** File Transfer Protocol (FTP), on a cartridge, on a form transmittal, or using **on-line data entry**. All methods require that the loan data be accurate and complete. We also offer two reports, the **Unpostable New Loans Response Document** and the **Unpostable Advances Response Document**, to aid you in correcting any new loans and advances rejected during posting.

If you have a large number of disbursements to report, using **DataDirect** is the best method. By utilizing **DataDirect**, schools can eliminate the need for technical support required when using tapes and cartridges. Additionally, **DataDirect** expedites the process since there is no physical media to mail. Whether you use **DataDirect** or a cartridge to send data, transferring information electronically is always easier and more efficient. Ask your Account Representative for information on how to set up **DataDirect** for your school or for a copy of our specifications to share with your programmers. **Campus Partners must receive and approve a test file before routine FTP transmissions or tapes will be accepted.**



Some loan administrators choose to send disbursements to Campus Partners on a form specifically created for this purpose. The **New Loan Input Form** is used to submit initial loan disbursements for input to our system. To help you complete the form, Campus Partners offers a sheet with input codes and field definitions for reference. You may submit up to 50 **New Loan Input Forms** in one batch.



The **New Loan Batch Ticket** is used as a cover sheet for groups of loans submitted to Campus Partners. It must accompany each batch of **New Loan Input Forms** for balancing and accuracy. You can take advantage of common fields within the batch - such as loan type, separation date, repayment frequency, and repayment plan - **and record that data in the uniform values section of the New Loan Batch Ticket**. You may then **omit those fields on the individual New Loan Input Forms**.

The forms are easy to complete — just remember that all fields with an asterisk (*) must be completed. Please send these forms by mail instead of faxing them, because fax machines darken the shaded boxes, often making the information entered impossible to read.

Some customers choose to submit new loans on excel spreadsheets. Data on spreadsheets should be formatted in the same order as the **New Loan Input Form**.* The data when printed should not exceed legal paper size. Before submitting spreadsheets, please submit a sample to Campus Partners for approval. Also please send us a **New Loan Batch Ticket** with customer name, program number, total number of loans, total loan amount and uniform data. Please include a contact name and number or email address.

**Please do not include uniform data on spreadsheets. Uniform data can be entered on the New Loan Batch Ticket.*

An *Advance Transmittal Form* is used to submit subsequent disbursements for a borrower who already has a loan posted on the system. An *Advance Batch Ticket* must accompany *Advance Transmittals*. Up to 50 advances may be included in each batch. Don't forget to take advantage of the uniform values section, if applicable.

If you have submitted an advance in error, don't worry. Just complete an **Advance Reversal Transmittal Form** to make adjustments. Please note that when an advance is submitted for the incorrect amount or in error, the entire advance amount must be reversed.

All forms are available on our Web site <http://www.campuspartners.com> under Downloadable Forms.

If you have access to *WebConnect*, you can enter new loans and advances directly online. If you key your own loans, you may have noticed a new subsystem edit that states "Name Invalid or Conflicts W/Production SSN." This enhancement was added to support security for borrower access to loans via mycampusloan.com. While we understand this security feature increases the number of rejects that you may experience in your new loan batches, our New Loans representatives will monitor any online keyed batches daily and make the necessary corrections, as possible. Once again, we will attempt to minimize any inconvenience to you while we implement enhancements that maximize borrower security and privacy.

Please contact your Account Representative if you have *WebConnect* and are interested in processing these transactions online.

In order to make sure that your books balance easily at end of the year, always:

1. Submit your new loans and advances regularly throughout the year;
2. Verify that the data submitted is accurate and complete; and
3. Request the optional *Funds Advanced Year-to-Date* report quarterly.

Unpostable New Loans and Advances

In some cases unpostable new loans or advances may be rejected because of errors that can be easily corrected. The *Unpostable New Loan Response Document* provides you with a list of all unpostable new loans, loan corrections, reconstruction loans, and reconstruction loan corrections processed during the reporting period, as well as the reason(s) why the loan could not be processed. The *Unpostable Advances Response Document* also provides a list of all unpostable advances processed during the reporting period and a reason why the advances could not be processed. There is a space to enter corrected data for each error.



These are weekly reports and must be accessed through *eXpressReports*, our on-line report viewing product. If you do not have access or need assistance obtaining these weekly reports, contact your Customer Service Representative.



You should review the report(s) and make necessary corrections to the data directly on the report(s) and return them to Campus Partners. A space is provided immediately below each data element to write in corrections on both reports. We will use the returned report to correct data stored in the New Loan Database or the Advance Database and then will release the new loan or advance for posting to the system.

Please note the deletion date on the right side of the report. Corrections need to be returned to Campus Partners before this date or the stored data will be deleted from the system. **You will then have to resubmit any rejected new loans or advances by your chosen submission method.**

For more details on correcting unpostable new loans and advances, please visit our Web site at http://www.campuspartners.com/help/howto/How_to_Process_Unpostable_New_Loans_and_Advances.pdf.

Questions? Call your Customer Service Representative.