

How To

Use the PREQ Screen

The Payment Request Screen (PREQ) provides DataLinkSM customers with the ability to request a one-time ACH draft from a borrower's checking or savings account, in order to make an immediate payment on their student loan.

To process an ACH draft, you will need to follow these instructions:

1. After accessing the borrower's account, enter PREQ in the Option field, press Enter. The PREQ screen is displayed. System IIISM automatically places the cursor at the Transit/Routing Number.
2. Enter the Transit/Routing Number, Account Number and Account Type (i.e., checking or savings) to process the ACH draft. A phone number may be entered for follow-up, but is not permanently stored on the system.
3. Verify the payment amounts displayed. If this amount is not correct, simply tab to the amount indicated in the payment amount field and type over the amount with the correct information. All loans for a borrower (per consolidation) are listed, and zero is valid payment amount if the borrower chooses not to have a specific loan drafted.
4. Press Enter. System III verifies and adjusts the information that has been entered. System III may give you an error or warning message. **Verify the information with the borrower.**
5. If you do not receive an error message and the information is correct, key "CHG" in the Option field and press Enter to create the ACH draft. You will receive the following message at the bottom of the screen, "ACH PAYMENT REQUEST PROCESSED."
6. When an ACH draft is processed, System III automatically updates the history of the loan with the following comment, "ACH PMT REQUEST PROCESSED."

The following is an example of the PREQ screen after an ACH draft has been processed.

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|---|--------------------|
| ACH PAYMENT REQUEST | OPTION ____ |
| ACCOUNT 123 456 789 01 SSN 123 45 6789 | Campus Partners |
| PROGRAM 00001 LOAN 123 45 6789 01 | STUDENT ID _____ |
| NAME GUPTON, TAMMY | |
| TRANS/RTE NUM 165400221 | |
| ACCOUNT NUM 7903333657 | |
| ACCOUNTTYPE C (C=CHECKING,S=SAVINGS) | |
| PHONE NUMBER ____ _ | |
| LOAN INFORMATION | |
| PROG LOAN/SEQ STAT CURR DUE PAST DUE FEES DUE PMT AMT | |
| 00001 123 45 6789 01 49 0.00 50.00 2.00 52.00 | |
| | TOTAL 52.00 |
| ACHPAYMENTREQUESTPROCESSED | |

Once you have requested an ACH draft, the PREQ Screen retains the information entered. If you access the PREQ Screen again for that borrower, it displays the information you previously entered along with this message, "AN ACH PMT REQUEST ALREADY EXISTS FOR THE ACCOUNT - YOU MAY UPDATE OR DELETE IT". System III retains the information until the draft transmission file is created (**usually nightly**). If the pending information was processed in error, you have until we close the file (nightly) to either update or delete the ACH request. If the pending information was processed in error, then you can follow these procedures to update or delete the request:

To update the ACH draft follow these instructions:

1. After accessing the PREQ Screen, tab to the information that needs to be changed and type in the correct information. The following fields can be changed:
 - ◆ Transit/Routing number
 - ◆ Account number
 - ◆ Account type
 - ◆ Phone number
 - ◆ Payment amount
2. Press Enter and then type "CHG" in the Option field. Press Enter again.
3. The information will be updated, and the following message will be displayed: "ACH PAYMENT REQUEST UPDATED". The loan(s) history will also be updated with the following history comment, "ACH PMT REQUEST UPDATED."

To delete the ACH draft follow these instructions:

1. After accessing the PREQ Screen, press Enter. Type "DEL" in the Option field and press Enter. The ACH draft will be deleted.
2. The information will be deleted , and the following message will be displayed at the bottom of the screen, "ACH PAYMENT REQUEST DELETED". The loan(s) history will also be updated with the following history comment, "ACH PAYMENT REQUEST DELETED."

NOTE: Because this is an ACH payment, the borrower's loans account will not immediately reflect the payment (e.g. principal paid). The ACH must be processed through the nightly posts before it will post to the borrower's loan(s)..

Questions? Call your Customer Service Representative.