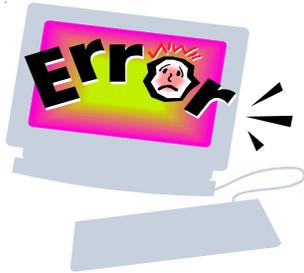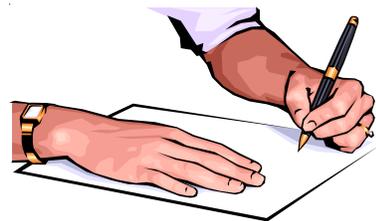# Process Unpostable New Loans and Advances

Campus Partners provides 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.

In most cases, the loans and advances did not post 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.

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 Advances Database and then will release the new loan or advance for posting to System III^{SM}.

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 re-submit any rejected new loans or advances by your chosen submission method.

Questions? Call your customer service representative.

The following is an excerpt from an *Unpostable New Loans Response Document*, which is very similar to the *Unpostable Advances Response Document*. The example below illustrates some typical errors and how to correct them.

❶
UNPOSTABLE NEW LOANS RESPONSE DOCUMENT

12345-001-001-01111   RUN DATE 11/02/00

❷

UNPOSTABLE REASON   ❸
PROG# LOAN NUMBER   BORROWER NAME   SOC SEC #   NOTE DATE   LOAN AMT   SEP DATE DELETION
                                                        ADV DATE   ADV AMT   FUND #

❹

U0922:   BORROWER IS ALREADY ON PRODUCTION DATABASE   ❽
01111   123-01-9876-01 DOE, JANE   123-01-9876   09/09/00   352.00   01/31/01
                                                                                        ↘

____ _____   ❺   _____   _____   _____   ❻
U0004:   FUND ISSUE NUMBER NOT IN TABLE   09/09/97   352.00   11296
                                                                                                  ↖

                                               ❼   _____   _____   _____

U0922:   SEPARATION DATE MUST BE ENTERED

                                               ❾
U0922:   NOTE DATE MUST NOT BE GREATER THAN SEPARATION DATE
0111   123-11-4567-01 DOE, JOHN   123-11-4567   09/21/00   1,125.00   04/01/00 01/31/01
____ _____   _____   _____   _____
                                                         ↖   ❿   ↗

                                                      09/21/00   1,125.00   114

                                                      _____   _____   _____

1.   The name of the report.
2.   The Unpostable Reason heading.
3.   The delete date. This date is very important. If your changes are not received by this date, you must submit a new loan transmittal form. You will have 90 days to correct your report.
4.   In this case, the unpostable reason is listed as "Borrower is already on the production database." You must check to see if you entered the loan number in error or if you entered the wrong loan number on the new loan transmittal. If the borrower is still enrolled, it should be an advance. If the borrower returned after his or her grace period, it should be a new loan with a different sequence number.
5.   The error message indicates that we do not have this fund issue number in our tables. You must enter a correct fund issue number or set a table with this fund number.
6.   If applicable, enter the correct fund issue number here.
7.   In this case, the separation date was not entered.
8.   Enter the separation date here.
9.   In this case, the error message indicates either an incorrect note date or incorrect separation date was entered for this borrower. You cannot issue a loan after the borrower has left school.
10.   If the note date is wrong, enter the correct note date on the space to your left.
         If the separation date is incorrect, enter the correct separation date on the space to your right.

In this example, fields, which were not pertinent to the identification of errors, were omitted due to space constraints.