



UPDATE

AMS Servicing Group

Winston-Salem, NC

Happy New Year!

December 31, 2003

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Holiday Schedule
M.L. King Jr.'s
Birthday
Monday, Jan. 19
(System III will be
available during
normally sched-
uled hours.)

Inside AMS Servicing
William Witt
Network Administrator

Visit our *updated* Web site at www.amsservicing.com
for up-to-the minute publications, forms, and information.

Available Now - System 3i

Real-time access to your borrower accounts via the Internet!

COHEAO Gets Clarification from ED on Electronic Disclosures

The Torch, COHEAO's bi-weekly publication for its members, recently published a clarification that COHEAO received from the Department of Education (ED) on the use of electronic formats to provide Federal Perkins borrowers with required loan disclosure information before the first disbursement of each award year's loan.

A question had been asked in reference to 34CFR 674.16(a) of the Federal Perkins regulations which states that schools must provide this loan disclosure information to the borrower "in writing." ED responded that references made to "written" or "in writing" in the Higher Education Act Title IV regulations may be interpreted to include electronic transmission.

EDUCATION
DEPARTMENT
UPDATE

EDUCATION DEPARTMENT UPDATE (Continued)

2004-2005 ISIR Guide Posted

The *2004-2005 ISIR Guide* is now available on-line. The guide helps administrators interpret the information contained in electronic Institutional Student Information Records (ISIRs) returned to schools by the CPS. In addition to an overview of the ISIR, the guide includes appendices on Reject Codes and Reject Reasons, Database Matches and Match Flags, Loan Status Codes and Eligibility Charts, SAR/ISIR Comment Codes and Text, Correspondence Addresses, Sample ISIR, and the Worksheet for Question 35. You may view this release at <http://www.ifap.ed.gov/eannouncements/1118ISIRGuide.html>.

Process Guide for 2004-2005 FAFSA On the Web

ED has posted the *Process Guide for 2004-2005 Student Web Application Products* on its Web site. The *Guide* includes a description of the changes and enhancements that ED is making for 2004-2005 to FAFSA on the Web and the PIN Web Site. For additional information regarding this announcement, visit <http://www.ifap.ed.gov/eannouncements/1125ProGuideforStudentWebApp0405.html>.

LEGISLATIVE UPDATE

NASFAA Unveils Chart Outlining Reauthorization Legislation

Details of the major House and Senate reauthorization bills released year-to-date are now available on NASFAA's Web site in Word format.

You may view this user-friendly, printable chart by going to <http://www.nasfaa.org/publications/2003/ReauthChart120403.doc>. These bills form the basis of the comprehensive legislation that will reauthorize the Higher Education Act of 1965.

INTEREST REPORTING

Interest Reporting in January 2004

During the first week of January, we will begin providing borrowers with information about interest paid during 2003:

- Interest paid in 2003 will be available to borrowers via our borrower Web site, myamsloan.com, and toll-free via our Interactive Voice Response system.

E-mail Directory for AMS Servicing Group Management and Customer Service Staff

Debra Adams, Call Center Manager.: dadams@amsweb.com
Steve Anderson, Conversion Supervisor: sanderson@amsweb.com
Daisy Bass, Customer Service Director: dbass@amsweb.com
Beth Bealle, Product Development Director: bbealle@amsweb.com
Kim Blackburn, Customer Service Rep.: kblackburn@amsweb.com
Mark Bondurant, Alternative Loan Mgr.: mbondurant@amsweb.com
Betsy Burton-Strunk, Sr, VP, Sales.: bburton@amsweb.com
Sharon Cameron, Audit/Compliance Spec.: scameron@amsweb.com
Joel Cofer, Customer Service Rep.: jcofer@amsweb.com
Charles Cornelius, Default Prevention Svr.: ccornelius@amsweb.com
Wendy Cox, Customer Service Rep.: wcox@amsweb.com
Sharal Duncan, Customer Service Rep.: sduncan@amsweb.com
John Elliott, Info. Technology Dir.: jelliott@amsweb.com
Charles Fulp, Facilities/Distribution Mgr.: cfulp@amsweb.com
Terry Gaither, Cust. Service Team Lead: tgaither@amsweb.com
Wallace Grooms, Alternative Loan Svr.: wgrooms@amsweb.com
Debra Hairston, Production Control Svr.: dhairston@amsweb.com
LaShonda Hairston, School Relations Coord.: lfields@amsweb.com
Paula Hall, Payment Processing Svr.: phall@amsweb.com

Barbara Joyce, Accounts Rec. Supervisor: bjoyce@amsweb.com
Lisa Koniuto, Sch. Rel./Contracts/Audit Mgr.: lkoniuto@amsweb.com
Lando Little, Borrower Services Dir.: llittle@amsweb.com
Yvonne Marlowe, Cust. Svc. Rep.: ymarlowe@amsweb.com
Torium Matthews, Cust. Service Rep.: tmatthews@amsweb.com
Charles Parker, Customer Support Dir.: cparker@amsweb.com
Kathy Riddle, Transaction Processing Mgr.: kriddle@amsweb.com
Bennette Roberson, Cust. Svc. Rep.: broberson@amsweb.com
Patrick Roberson, Borrower Ser. Svr.: proberson@amsweb.com
Will Shaw, School Relations Coord.: wshaw@amsweb.com
Pat Shepherd, Human Resources Mgr.: pshepherd@amsweb.com
Jeff Smejkal, Network and Sec. Adm. Mgr.: jsmejkal@amsweb.com
Judy Smith, Information Technologies Mgr.: jsmith@amsweb.com
Andrea Thompson, School Rel. Coord.: athompson@amsweb.com
Danielle Trinkle, Cust. Serv./Help Desk Svr.: dtrinkle@amsweb.com
Carolyn Williams, Documentation Svr.: cwilliams@amsweb.com
Billi Wolfe, School Relations Coord.: bwolfe@amsweb.com
World Wide Web Site: <http://www.ams servicing.com>

INTEREST REPORTING (Continued)

- Interest paid in 2003 will be reported to borrowers on billing statements generated during January, February, March, and April.
- Borrowers who use AutoDraft or Coupon Book billing will receive an Annual Statement indicating interest paid in 2003.
- Borrowers who paid more than \$600 in interest during 2003, to a single institution, will receive Federal Tax Form 1098-E. These forms will be mailed prior to January month-end. Per IRS requirements, borrowers who paid interest greater than \$600 will be reported to the IRS by February month-end.

You can obtain interest paid information for your borrowers using either System 3i, *WebConnect*, or your monthly Masterfile.

Enhanced Service Provides Additional Support

If you're a one-person shop or are swamped with competing job demands each day, **Enhanced Service** can HELP! Enhanced Service is a service level that goes above and beyond **Full Service**. In addition to the benefits of **Full Service**, we provide the following:

- Storing borrowers' promissory notes and other critical loan documents,
- Counseling borrowers who are having difficulty making payments,
- Managing your *NSLDS Load Error Report*,
- Placing loans with designated Collection Agencies,
- Assigning loans to ED,
- Reviewing borrower credit balances and issuing refund checks,
- Skip tracing borrower addresses, and
- Processing credit verification and loan consolidation requests.

For more information on Enhanced Service, please contact your School Relations Coordinator.

ENHANCED SERVICE

Teleconference Interval Training: Student Loans from A-Z

The first year of our Teleconference Training was a great success. Thanks go to all who participated and provided feedback to us. Offering this training gives us the opportunity to reach out to schools who cannot attend a *Student Loans 101* or *202* session in Winston-Salem. Each teleconference is geared towards understanding a particular area of student loans and is an opportunity to gain new insights, ask questions of AMS Servicing Group staff, and hear helpful suggestions from other schools.

TRAINING UPDATE

AMS Servicing Group Update, a newsletter for our customers, is published monthly by AMS Servicing Group in Winston-Salem, NC. Editor: Carolyn Williams. Legislative and Regulatory Editor: Sharon Cameron. Contributors this issue: Beth Bealle and Billi Wolfe. NOTE: This publication contains material related to the interpretation of federal rules and regulations of the Title IV Program of the Higher Education Act. While AMS Servicing Group believes the information contained herein is accurate and factual, this publication has not been reviewed or approved by the US Department of Education. Please consult the Department of Education or your legal counsel with questions or concerns. Please send any correspondence to Documentation Department, AMS Servicing Group, PO Box 3176, Winston-Salem, NC 27102-3176 or directly to Carolyn Williams, Editor, at cwilliams@amsweb.com.

TRAINING UPDATE (Continued)

As we prepare for the upcoming year, we look forward to continuing this service for all our customers. Please see the 2004 Teleconference Training Schedule listed below.

January 12, 2004 <i>Assignment</i>	2:00 PM ET
February 9, 2004 <i>How to Use/Interpret the Reports from AMS Servicing Group</i>	2:00 PM ET
March 8, 2004 <i>www.myamsloan.com</i>	2:00 PM ET
April 12, 2004 <i>Cohort, What is it, and How Do I Manage It?</i>	2:00 PM ET
May 10, 2004 <i>Open Topic</i>	2:00 PM ET
June <i>No teleconferences are scheduled during June.</i>	
July 12, 2004 <i>FISCOP</i>	2:00 PM ET
August 9, 2004 <i>Where Do I Start: A Month to Month Checklist</i>	2:00 PM ET
September 13, 2004 <i>Open Topic</i>	2:00 PM ET
October 4, 2004 <i>10 Things to Know about Student Loans</i>	2:00 PM ET
November 8, 2004 <i>Open Topic</i>	2:00 PM ET
December 13, 2004 <i>What are Perkins Loans and How AMS Servicing Group Helps</i>	2:00 PM ET

Workshop Schedule for 2004

If you are currently reviewing training needs for 2004, please consider registering for one of our workshops. We will be offering ***Student Loans 101***, our training class for less experienced student loan administrators or those new to AMS Servicing Group, on **March 11-12, 2004** and again on **July 8-9, 2004**. If you and your staff have more experience, then ***Student Loans 202*** is for you. This workshop will be offered on **May 13-14, 2004** and **October 7-8, 2004**. Registration information is available from our Web site at http://www.amsservicing.com/events_workshops.html. If you have additional questions, please contact Debra Pitts at 1-800-458-4492, ext. 2272, or via e-mail at dpitts@amsweb.com.

**REGIONAL
MEETINGS****Regional Meetings**

Our **Georgia Regional Meeting** will be held on January 26, 2004 at **Spelman College** in Atlanta. As these meetings continue in 2004, our School Relations staff will bring you the latest news about myamsloan.com, which allows your borrowers to access their accounts on-line, and System 3 i, which allows you to view your borrowers' accounts on-line, in addition to other pertinent information. To learn more, please contact your School Relations Coordinator, or call Debra Pitts at (800) 458-4492 ext. 2272 or via e-mail at dpitts@amsweb.com.

Conference Schedule

Representatives from AMS Servicing Group will attend the conferences listed below.

CONFERENCES

The **2004 COHEAO Annual Meeting** will be held at the Ritz-Carlton Pentagon City in Arlington, VA on January 25-28, 2004. More information is available at www.coheao.org.

The **NACUBO Student Financial Services Conference** will be held at the Point Hilton Tapatio Cliffs in Phoenix, AZ on March 7-9, 2004. More information is available from www.nacubo.org.

The **13th Annual EARMA Conference** will be held on March 30-31, 2004 at the National Conference Center at the Ramada Inn in East Windsor, NY. Please visit <http://rci.rutgers.edu/~earma/> for more information.

Holiday Schedule

Our office will be closed for the following holidays in 2004:

**HOLIDAY
SCHEDULE**

New Year's Day	Thursday, January 1
Martin Luther King Jr.'s Birthday	Monday, January 19
President's Day	Monday, February 16
Memorial Day	Monday, May 31
Independence Day (observed)	Monday, July 5
Labor Day	Monday, September 6
Columbus Day	Monday, October 11
Veterans Day	Thursday, November 11
Thanksgiving Day	Thursday, November 25
Day after Thanksgiving	Friday, November 26
Christmas Day (observed)	Friday, December 24
New Year's Day (observed)	Friday, December 31

CUTOFF DATES**Cutoff Dates**

Cutoff dates for January and February 2004 are presented below. Cutoff dates for the entire year appear on the next page.

Transaction	January 2004	February 2004
Last day to receive collection payments	01/27/04	02/24/04
Last day to receive regular payments	01/28/04	02/25/04
Last day for online payments	01/30/04	02/27/04
Date final post begins	01/30/04	02/27/04
Report date used for final post	01/31/04	02/29/04
Last day deposits created for deposit to bank account	01/30/04	02/27/04

The mission of AMS Servicing Group is to provide high quality, accurate, and effective processing services in response to the needs of our customers. We strive to consistently provide superior service and innovative solutions at a competitive price.

Cutoff Dates for 2004**CUTOFF DATES
(Continued)**

Month	Last day to receive collection payments	Last day to receive regular payments	Last day for on-line payments	Date final post begins	Report date used for final post	Last day deposits created for deposit to bank account
December 2003	12/26/03	12/29/03	01/02/04	01/02/04	12/31/03	12/31/03
January 2004	01/27/04	01/28/04	01/30/04	01/30/04	01/31/04	01/30/04
February 2004	02/24/04	02/25/04	02/27/04	02/27/04	02/29/04	02/27/04
March 2004	03/26/04	03/29/04	04/02/04	04/02/04	03/31/04	03/31/04
April 2004	04/27/04	04/28/04	04/30/04	04/30/04	04/30/04	04/30/04
May 2004	05/25/04	05/26/04	05/28/04	05/28/04	05/31/04	05/28/04
June 2004	06/25/04	06/28/04	07/02/04	07/02/04	06/30/04	06/30/04
July 2004	07/27/04	07/28/04	07/30/04	07/30/04	07/31/04	07/30/04
August 2004	08/24/04	08/25/04	08/27/04	08/27/04	08/31/04	08/27/04
September 2004	09/27/04	09/28/04	10/01/04	10/01/04	09/30/04	09/30/04
October 2004	10/26/04	10/27/04	10/29/04	10/29/04	10/31/04	10/29/04
November 2004	11/19/04	11/22/04	11/26/04	11/26/04	11/30/04	11/26/04
December 2004	12/28/04	12/29/04	12/31/04	12/31/04	12/31/04	12/30/04
January 2005	01/25/05	01/26/05	01/28/05	01/28/05	01/31/05	01/28/05

William Witt

Network Administrator

Bill Witt, Network Administrator for AMS Servicing Group, is a busy man who likes to stay in the background. Bill is responsible for providing support for our servers and our internal network, which includes administration of our two Web sites, myamsloan.com and amsservicing.com. Bill also designs and implements the server architecture for any new systems or software we deploy and evaluates software for possible purchase. In addition, Bill creates drives or folders on our internal network, which allow staff to access information that they need while protecting other information, and he helps maintain our e-mail file system. In addition, he maintains multiple test environments, which allows our staff to ensure any new software or changes will work in our customer's offices.

On an ordinary workday, Bill reviews all server logs to make sure our IT infrastructure is still functioning properly, gathers statistics on Web site use by our customers, and proactively reviews information on the Web to obtain the most recent information about server enhancements, patches, and software upgrades. Occasionally, he might be called on to help staff with hardware or software issues if other efforts have failed.

What do all of these activities mean to our staff and our customers? Without Bill's continued oversight, our staff members would turn on their computers and see a blank screen. Our customers would not be able to log on to *WebConnect*, and both our borrowers and customers would be greeted with "file not found" messages when they tried to connect to our Web sites. In short, there would be no way to access and share information.

Although his role is vital to our company, Bill has very little direct contact with our customers. However, he is always willing to talk to them if necessary. He prides himself on being able to communicate well with non-technical staff as well as IT professionals. In fact, his openness and down to earth communication style are probably two of his greatest strengths in dealing with staff and customers. He does not intimidate people who have questions, but limited IT backgrounds. Through listening and applying his knowledge, he is able to resolve their issues.

A generally self-deprecating man, Bill enjoys the challenge of "accomplishing the unaccomplishable." He takes pride in delivering results within budget and meeting deadlines. Characteristic of his direct approach, Bill says he "likes things to work well" and is driven by this desire.

William Witt:

"My goal is to work to the best of my ability. I may not be able to control many things in life, but I can control that. It makes me feel good about what I do."



"My goal is to work to the best of my ability. I may not be able to control many things in life, but I can control that. It makes me feel good about what I do," Bill relates.

Bill has worked in the IT field for many years, first as a civilian employee with the Air Force and later as a Systems Engineer with both the New York and New England Yellow Pages. He moved South after tiring of long New England winters and came to work for our company in 1999. He is originally from California and has an A.A.S. in Electronic Engineering. He is also a former Marine.

That Marine training probably comes in handy at home. He and his wife, Dee, have four children ranging in age from 9 to 13. They home school their three sons and one daughter, and the family is very involved in the 4-H Club, which provides a social outlet for the children. Bill helps the club with their Web page and computers.

Beyond work and family obligations, Bill has little time for hobby's or other interests. He does like to read, and the *Lord of the Rings* is one of his favorite books. He likes the Tolkien books because they deal with the struggle between good and evil and show how people respond to temptation. As a man who stays buried behind the scenes and struggles to maintain the integrity of our data, he can probably identify with those Tolkien characters.