



# UPDATE

**EFG Technologies**  
Winston-Salem, NC

**June 30, 2001**

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## **HOLIDAY SCHEDULE:**

**July 4, Fourth of July**  
(System III<sup>SM</sup> will be available during normally scheduled hours.)

### **INSIDE EFG Technologies:**

**Bob Balsamo, Data Center Operations Supervisor**

**For on-line issues of the *Update*, visit our web site at [www.efg.net/efgtechnologies](http://www.efg.net/efgtechnologies).**

## **Modifications to Student Loan Interest Deduction**

As part of the tax relief legislation signed by President Bush on June 7, 2001, the new law removes the 60-month limit on the number of months during which interest paid on a qualified education loan is deductible. All interest paid on qualified education loans after December 31, 2001 will now be deductible. For tax year 2001, borrowers are still limited to the 60-month eligibility provisions.

## **LEGISLATIVE UPDATE**

### **Are you Fed Up?**

Fed.Up, an initiative from the House Committee on Education and the WorkForce, calls for streamlining the regulatory process and improving the integrity of the government's federal student aid programs by addressing regulations that are needless and burdensome.

The Fed.Up Web site (<http://edworkforce.house.gov/issues/107th/education/fedup/>) is now live. The community is asked to provide recommendations and comments by July 20 on how regulations can be amended. Submissions can be made on-line at the Web site provided above. Here is your chance to be heard.

## LEGISLATIVE UPDATE (continued)

After July 20, the Education and Workforce Committee staff anticipates submitting a list of problematic regulations to the Secretary with a request that they be reviewed and possibly revised. The Committee also plans to identify those suggestions that involve amendments to the Higher Education Act or other statutes. These changes would be addressed in a possible technical amendment bill later this year.

## REGULATORY UPDATE

### New Death and Disability Discharge Regulations Reminder

The Department of Education (ED) published final regulations on November 1, 2001 pertaining to discharges due to borrowers' death or total and permanent disability.

The changes made to the regulations for **death discharges** are effective July 1, 2001, and require that an original or certified copy of a death certificate be provided before a Perkins Loan can be discharged. The rule allows the use of other documentation of death on a case-by-case basis in exceptional circumstances and only with the approval of the institution's chief financial officer for Perkins loans.

The regulations affecting the **disability discharges**, however, have varying effective dates. While ED will delay the implementation of the mandatory assignment of these loans to the department and the three-year conditional discharge until July 1, 2002, some of the regulations will be effective July 1, 2001.

For any loan that is discharged due to total permanent disability on or after July 1, 2001 through June 30, 2002, the borrower must reaffirm that loan if he or she receives a new title IV loan within three years of the date that the borrower became totally and permanently disabled. Also remember that as of July 1, 2001, the definition of "totally and permanently disabled" eliminates the requirement that the individual be unable to attend school.

### E-mail Directory

Debra Adams, Call Center Specialist.: [dadams@efg.net](mailto:dadams@efg.net)  
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 Kim Wright, Information Technology Dir.: [kwright@efg.net](mailto:kwright@efg.net)  
 World Wide Web Site: <http://www.efg.net/efgtechnologies>

### **Interest Rates on Federal Loans to Decline**

Beginning on July 1, 2001, the interest on federally backed student loans will be reset to the lowest rate in many years. Interest on FFELP and Direct student loans will drop to 5.99 percent, down from the current 8.19 percent. The rate for parents borrowing in their own names for a child's education will drop to 6.79 percent from 8.99 percent.

The new rates apply to loans that were first disbursed on or after July 1, 1998. The federal government estimates the new rate will save student borrowers with standard 10-year repayment plans about \$136 for every \$1,000 they owe. Interest rates for FFELP and Direct student loans are variable and are reset every July 1. The new rates reflect long-term interest rates that the U.S. Treasury set after last week's auction of Treasury bills.

Because interest rates on FFELP, Direct, and Perkins loans will be relatively equal, borrowers could benefit from the lower rates by consolidating all their outstanding loans now while the rates are so low and locking in a fixed rate for the life of the loan.

### **Notice Inviting Proposals for Participation in Experimental Sites**

In the *Federal Register* on June 5, 2001, the Secretary of ED issued a *Notice* inviting institutions of higher education to propose new ways of administering the student financial assistance programs authorized by Title IV of the Higher Education Act of 1965, as amended (HEA).

Under section 487A(b) of the HEA, if the Secretary approves an institution as an experimental site as a part of this student aid reform initiative, the institution may receive waivers from specific Title IV statutory or regulatory requirements that would bias experimental results. The Secretary cannot waive provisions in the areas of need analysis, award rules, and grant and loan maximum award amounts but anticipates approving experiments in a wide variety of other areas.

Instructions for submitting a proposal are provided in the notice. Proposals may be submitted in response to this notice at any time after June 4, 2001.

### **National Default Prevention Day, August 2, 2001**

ED's Office of Student Financial Assistance invites financial aid administrators to attend a technical assistance session held at all ten of their regional offices or in Washington, D.C. on National Default Prevention Day, August 2, 2001.

National Default Prevention Day represents an opportunity for individuals from the industry to gather to learn and share information. The ideal participant at this all-day

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**EDUCATION  
DEPARTMENT  
UPDATE  
(Continued)**

session would have a role in default prevention and in the delivery of Title IV funds. Although the deadline for advance registration was June 30, space may still be available.

**ERIC Releases New System-Wide Web Site Address**

The ERIC program (Educational Resources Information Center) has a new Web address for its system-wide web site: <http://www.eric.ed.gov>. The old URL (<http://www.accesseric.org>) will remain available until September 15, 2001 to allow users time to change their mailing lists and bookmarks.

The ERIC system provides a variety of services and products that can help you stay up to date on a broad range of education-related issues. Products and services include research syntheses, electronic journals, online directories, reference and referral services, and document delivery.

**CLEARINGHOUSE  
SERVICE**

***NSC Deferment Processing Service Begins July 1***

Effective July 1, EFG Technologies will begin our new *Deferment Processing Service* in collaboration with the National Student Clearinghouse (NSC). This service will provide automated processing of grace and student deferments, based on enrollment information from the NSC database. This process will result in more timely, efficient, and accurate deferment processing for your student borrowers.

In order to participate in this new service, please complete the authorization form attached to this issue of *Update*, and return it to your School Relations Coordinator. This form authorizes EFG Technologies to release loan information to the NSC in order to verify the loan status as recorded on the NSC database.

➤ **ATTACHMENT:**     *NSC Authorization Form*

**LATE CHARGE  
REMINDER**

**Late Charge Increase Reminder**

In the April and May *Updates*, we informed you about an increase in borrower late charges which is effective July 1, 2001. If you had been charging your borrowers \$3.55 or \$3.65 per month for late fees, EFG Technologies now charges them \$4.10 or \$4.20 respectively per month.

If you have charged your borrowers a different amount and would like to increase your late fee charges, send notification to your Customer Service Representative. Please indicate your new late charge amount and the program numbers that are affected.

**FORBEARANCE  
AND DEFERMENT  
PROCESSING**

**Deferment Processing Service Reminder**

Effective July 1, EFG Technologies will process forbearance, unemployment deferments, economic hardship, and hardship deferments on behalf of our full service customers. Unless we heard otherwise from you, we have already begun to process these deferments for you. If you have any questions about this process, please contact your Customer Service Representative.

## **DATADIRECT FTP SERVICE AVAILABLE**

### **DataDirect FTP Service Increases Efficiency**

Did you know that EFG Technologies provides an FTP service, *DataDirect*, for direct electronic transfer of data files? With *DataDirect*, files can be transferred directly between EFG Technologies and you. *DataDirect* makes processing data more efficient and accurate, and is secure and password protected.

With *DataDirect*, the student loan Masterfile, New Loans and Advances, and Separation Dates can be transferred directly between our offices. The Masterfile can be used to extract and use a variety of information about the loans in your portfolio. For example, you can isolate past due borrowers to send a special letter or place an academic hold. The New Loans and Advances files are used to transfer new loan and disbursement information directly to us, so you don't have to complete transmittal forms. In addition, data such as Separation Dates can be exchanged using *DataDirect*.

*DataDirect* allows your data to be processed faster and with improved accuracy. For more information, and to get started using EFG Technologies' *DataDirect*, please contact your School Relations Coordinator.

An "Inside EFG Technologies" feature on Bob Balsamo, Supervisor for Data Center Operations, who is responsible for managing our FTP service, appears in this month's *Update*.

## **NSLDS NEWS**

### **NSLDS Separation Date Modifications**

The online separation date change transaction has been modified to direct the DataLink user to the LN3 screen for update of NSLDS fields only if the new separation date being entered is the current or a prior date. Previously, when a separation date change was processed on a Perkins loan, the user was prompted to change the enrollment effective date and status code on the LN3 screen. In many cases, the newly entered dates and codes were future 'projected' dates, which indicated when the enrollment status would become effective. In order to comply with NSLDS reporting requirements and edits, we recently installed new edits on System III<sup>SM</sup> to prevent the input of a projected enrollment status effective date.

Now when the current or a previous date is entered as the new separation date, the user will be prompted to update the enrollment status code and effective date on LN3 to represent the date and reason that the enrollment ended. For the update of a projected separation date, the enrollment status code and effective date only will need to be updated if the borrower's level of enrollment has changed, for example, from full-time to part-time. Since the majority of loans would require no update to the enrollment status and effective date for a new projected separation date, System III will no longer prompt the user to update the NSLDS fields on LN3 for these changes.

### **Fiscal Operations Report Enhancements Implemented**

In June, we made enhancements to the *Fiscal Operations (FISCOP) Report*. Your June 30 report will now include complete information regarding your cohort default rate calculation in "Part III – Section D." This information will now be complete for

## **FISCAL OPERATIONS REPORT ENHANCEMENTS**

## **FISCOP REPORT ENHANCEMENTS (Continued)**

institutions with 30 or more borrowers who entered repayment in the current cohort year as well as those with fewer than 30 borrowers.

In addition, the calculation of your cohort default rate has been enhanced to include default repayment flags of 'IE' (Ineligible to reinstate Title IV eligibility) in the total number of borrowers with loans in default.

Note: Because the *Loans to Review for Cohort Default Rate Report* has not yet been modified to include 'IE' loans in the defaulted totals, your *Loans to Review for Cohort Default Rate Report* calculation may not match your *FISCOP*.

## **AUDIT REPORT**

### **Audit Report Available in August**

Our third-party compliance audit prepared by PricewaterhouseCoopers, LLP for the fiscal year ending June 30, 2001 is almost completed. We expect their report to be available in August. You may request a report now by completing the attached order form, and we will mail it as soon as it is available. We are offering the report in either paper copy or CD-ROM, and the cost is \$75.00 per report.

➤ **ATTACHMENT:** Audit Report Request Form

## **WORKSHOPS SCHEDULED**

### **Workshop Scheduled**

Our next *On-Line Processing Workshop* will be held July 19-20 at our Winston-Salem Service Center. Seating is limited, but space is still available, so complete the attached registration form and return it to us as soon as possible.

➤ **ATTACHMENT:** *Workshop and Registration Form*

Our Fall *Service Overview* and *On-Line Processing Workshops* have been scheduled for September 24-28, 2001 and will be held in Winston-Salem. When details become available, we will include a Workshop Registration form in future *Updates*. You may register now by e-mailing us at [schoolrelations@efg.net](mailto:schoolrelations@efg.net). Please start planning for this workshop now.

## **REGIONAL MEETINGS**

### **Regional Meetings a Success**

Our thanks go to Seattle Pacific University in Seattle, Washington and Chestnut Hill College in Philadelphia, Pennsylvania for sponsoring regional meetings in their areas during June. The Seattle Regional meeting, held on Thursday, June 14, was facilitated by Betsy Spencer, Account Executive, and Kim Wilson, School Relations Coordinator. Special thanks go to Bruce Caplin of RC Services for his presentation on "How to Choose a Collection Agency" and for providing a delicious lunch for the participants. Jeff Nelson of Seattle Pacific University led a discussion on default management, which everyone found very informative. The meeting was attended by 27 participants representing seven schools.

The Pennsylvania Regional Meeting was held on June 11 on the campus of Chestnut

## REGIONAL MEETINGS (Continued)

Hill College in Philadelphia, PA. Our thanks to Sandra Oteri for coordinating the use of the facility and equipment. Representatives from nine schools attended the meeting. Eileen Koerner and Jim Ashton from Eastern Revenue hosted a delicious lunch and gave a very informative presentation. School Relations Coordinators LaShonda Fields and Sharon Cameron and Betsy Burton, Market Development and Customer Retention Director, facilitated the meeting. A special thank you goes to everyone for attending the meeting. Our Regional Meetings are successful because of you.

We also want to thank Irma Guajardo, Mildred Simmons, Annemarie Weitzel, and Susanne Kallighan from the University of Richmond for their help in hosting the Richmond Regional Meeting last month. We apologize for omitting their names from the May *Update*.

We still have several open dates for regional meetings during the last half of 2001. If you would like to host one of the open dates listed below and have the space available on your campus, we'll supply the information and coordinate the lunch arrangements. Please contact your School Relations Coordinator for additional information.

<u>Location</u>	<u>Date</u>	<u>Host</u>
Parkville, MO (Kansas City)	July 26	Park University
Chapel Hill, NC	September	<b>Open</b>
Phoenix, AZ	October	<b>Open</b>
New York, NY	November	<b>Open</b>
Maryland	November	<b>Open</b>
Arlington, TX	November	<b>Open</b>

### Upcoming Conferences

Representatives from EFG Technologies will be attending the following conferences. As we learn of more conferences, we will publish the information in future issues of the *Update* and on our Web site at [www.efg.net/efgtechnologies](http://www.efg.net/efgtechnologies).

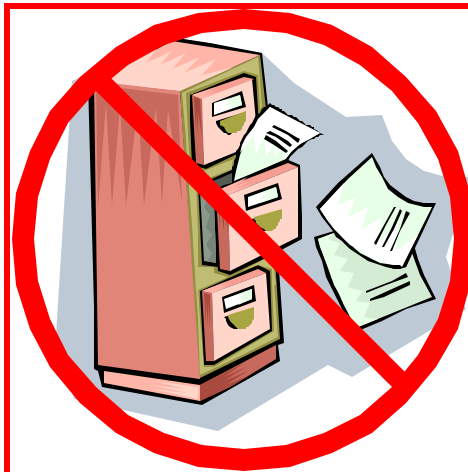
The Professional Development Group will be hosting its **Student Loan Receivables/ Collections Conference 2001** in two locations this fall. Its East Coast meeting will be held October 14-17 at the Hyatt Regency in Savannah, Georgia, and the West Coast meeting will be held on November 11-14 at the Wyndham Palm Springs in Palm Springs, California. Please visit [www.prodev.com](http://www.prodev.com) for more information.

### CONFERENCES

**CUTOFF DATES**

The cutoff dates for July and August are listed in the table below.

Month	July 2001	August 2001
Last day to receive collection payments	7/24/01	8/28/01
Last day to receive regular payments	7/25/01	8/29/01
Last day for online payments	7/27/01	8/31/01
Date final post begins	7/27/01	8/31/01
Report date used for final post	7/31/01	8/31/01
Last day deposits created for deposit to bank account	7/27/01	8/31/01

**FUN FACT****FUN FACT**

Did you know that you can access your student loan reports dating back to February 1997 via the Internet and *DocumentDirect*? If you haven't signed up yet for *DocumentDirect*, please contact your Customer Service Representative.

The mission of EFG Technologies 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.



Authorization Form  
To Release Information to NSC



**National Student Clearinghouse Processing Services**

We authorize EFG Technologies to release loan information to the National Student Clearinghouse (NSC) in order to verify the loan status as recorded on the NSC database.

Name of Institution: \_\_\_\_\_

Authorized Individual: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please return this authorization form to your EFG Technologies' School Relations Coordinator at the following address:

EFG Technologies  
Post Office Box 3176  
Winston Salem, NC 27102



## AUDIT REPORT REQUEST FORM



Yes, I would like to receive a copy of the June 30, 2001 Audit Report.

Please send \_\_\_\_\_ copy(ies) of the paper report and  
\_\_\_\_\_ copy(ies) in CD-ROM format.

The cost for each report is \$75.00.

Mail to: \_\_\_\_\_

Contact name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_

School name: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please return to:

School Relations Assistant  
EFG Technologies  
P.O. Box 3176  
Winston-Salem, NC 27102-3176

**On-Line  
Processing  
Workshop**



**On-Line  
Processing  
Workshop**

## Play It Again, Sam

**When:** On-Line Processing Workshop, July 19-20, 2001

**Where:** EFG Technologies  
Reynolda Business Center  
2400 Reynolda Road  
Winston-Salem, NC 27106

**Fees:** On-Line Processing, \$65 per person for two days

**Provided:** On-Line Processing manual  
Morning and afternoon snacks

**Registration Deadline:** July 2, 2001





## REGISTRATION FORM

*On-Line Processing Workshop  
Winston-Salem, NC  
July 19-20, 2001*

Institution Name _____		
Street Address _____		
City _____	State _____	Zip _____

NAME \_\_\_\_\_

TITLE \_\_\_\_\_

TELEPHONE \_\_\_\_\_

E-MAIL ADDRESS \_\_\_\_\_

Sessions Attending

☐ \$65 On-Line – 7/19-20

NAME \_\_\_\_\_

TITLE \_\_\_\_\_

TELEPHONE \_\_\_\_\_

E-MAIL ADDRESS \_\_\_\_\_

Sessions Attending

☐ \$65 On-Line – 7/19-20

NAME \_\_\_\_\_

TITLE \_\_\_\_\_

TELEPHONE \_\_\_\_\_

E-MAIL ADDRESS \_\_\_\_\_

Sessions Attending

☐ \$65 On-Line – 7/19-20

### Registration Deadline: July 2, 2001

After receiving your registration form, we will send you a confirmation, hotel and workshop locations, directions and program information.

\_\_\_\_\_ Registration fee enclosed

\_\_\_\_\_ Registration fee mailed separately to address below

Signature  x

**School Relations Assistant  
EFG Technologies  
P.O. Box 3176  
Winston-Salem, NC 27102-3176**

**Questions? (800) 458-4492,  
Ext. 2280  
Fax: (336) 607-2025**

# How To

## Use *DataStream<sup>SM</sup>*

Did you know you could receive your reports on CD-ROM (*DataStream*) instead of receiving boxes of paper and stacks of microfiche ? We provide a CD-ROM that contains all of your critical report data. Financial reports can be stored permanently to meet auditor and institution requirements without taking up space. Research is easy – no need to look through mountains of paper or microfiche to find old reports. With *DataStream<sup>SM</sup>*, we make it easy to access and use your reports. It's as simple as loading your *DataStream<sup>SM</sup>* CD-ROM!

The following are a few of the available features of *DataStream*:

### ***Launching Your DataStream CD-ROM***

#### **Self-Starting Method**

The *DataStream* CD-ROM is self-starting. Simply place the CD in your CD drive. Within a few seconds, a screen will display an option to view your Student Loan Journal or System III<sup>SM</sup> Reports.

### ***Opening and Viewing Your Reports***

#### **By Report Name**

Select either the Student Loan Journal or System III Reports, then select Open on the File/Open Report Dialog screen. A Search an Index screen will appear. You may view your reports by selecting either the Report Name or Customer NO. To view your reports by the Report Name, select the Report Name Browse button. The screen lists the reports included on the CD. Select the report you would like to view. Once your report name is in the Report Name field, select the Search button. You will now be able to view the report you selected. Before each report, you will see a preface page. Select the Page Forward button to advance one page to view the actual report data.

### ***Searching for Text Within Your Reports***

#### **Find Text String**

You may perform Text String searches. To invoke the Find Text dialog box, you can click on the Find Text tool button, press F3, or select Find Text String from the Search menu. Enter the text into the Find Text entry box, and press the Find button. You may search the entire report. You may also add words to your Custom Dictionary by pressing the Add Item button. Upon doing so, the Add String dialog box is displayed.



## ***Printing Information Regarding Your Reports***

### **Printer Font**

When using the “Fit In Page” feature (described below), the Printer Font feature is not accessible. If you want to manually adjust the font for printing, then you must click off the ‘Fit In Page’ feature.

### **Fit In Page**

When the “Fit In Page” feature is set (which is the default setting of *DataStream*), *DataStream* will automatically determine the appropriate font size needed to include all the report page information on a single piece of paper.










### **Print**

The Print option prints only the report page in view.

### **Print Range**

The Print Range option allows you to enter a beginning and ending range of pages you wish to print, regardless of which report page you are viewing.

With ***DataStream***, your reports are easy to access and use. You may:

-  Print a single page or a range of pages – print only what you need;
-  Annotate a report by entering a comment in the notepad;
-  Copy and paste data to customize other reports;
-  Download data to other applications;
-  Search reports using a text string such as borrower name, transaction type, or date;
-  Go to a specific page, the beginning or end of the report, or scroll forward and backward;
-  Create a bookmark;
-  View reports using an overlay; and
-  Zoom in and out.

**If you have any questions, contact our Help Desk at [helpdesk@efg.net](mailto:helpdesk@efg.net) or call (800) 458-4492, Ext. 2111.**



# System III<sup>SM</sup> Connection

A publication by EFG Technologies

June 30, 2001

## Who Wants to Collect More Money?

**PREQ**

If you aren't using the Payment Request (**PREQ**) screen, you could be leaving money on the table. We released PREQ last year for use by our System III DataLink<sup>SM</sup> customers to give you the opportunity to quickly and easily collect borrower payments. With the screen, DataLink customers can request a one-time ACH draft from a borrower's checking or savings account, in order to make an immediate payment on his or her student loans. Rather than writing a check, a borrower can simply provide bank account information and authorize the one-time draft--either in person or over the phone.

Our customers using the PREQ screen are very happy with the results. Sandi Rosko, Manager of Student Loans and Receivables for the University of Washington, says, *"The PREQ screen, which allows us to take checks by phone, has enabled us to better serve our customers while increasing collection results."* Our Borrower Services staff also use this screen to process Pay-by-Phone requests received from your borrowers to get these payments into your bank account quickly.

## Benefit from Using *DocumentDirect* for Year-End Processing

**USE  
DOCUMENTDIRECT  
FOR YEAR-END  
PROCESSING**

*DocumentDirect* provides Internet access to your weekly and monthly student loan management reports. Reports are available for you to view from your browser (e.g. Internet Explorer or Netscape) and to print on the first business day following the cutoff date. By using *DocumentDirect*, you can choose which reports you want to print. You can print a single page or the entire report using a desktop computer and laser printer. Several years of reports are available through *DocumentDirect*. Additionally, multiple users at your school can access the reports simultaneously.

Having immediate access to your reports information is very helpful at the fiscal year-end. Your information, including cohort, FISCOP, etc. is available immediately following the month-end close for June. It's not too late to sign up for it!

Contact your Customer Service Representative for information on how to get a user ID and password for *DocumentDirect*.

## Remind your Collection Agency about the Benefits of DataLink<sup>SM</sup>

**DATALINK FOR  
COLLECTION  
AGENCIES**






Since February we have been producing the quarterly *Collection Agency Update*. This document provides agencies with information regarding our reports, how to access *DocumentDirect*, how to reach their Customer Service Representative, April O'Mara, and how to access information online through DataLink. Remember to

remind your agencies that they can access borrower accounts assigned to their agencies on-line. Instead of having to wait for reports or calling your office for information, they can access System III via the Internet. If your agencies are interested, they should call April O'Mara at 800/458-4492 x2370.

## ON-LINE PROCESSING TIPS

### Applying an Advance is a Snap on System III

If you are adding additional disbursements to a loan already on System III, we call this an "advance." Adding an advance is easy! Use the **ADVA** Screen and follow these steps.

ADVA		OPTION CHG 
ACCOUNT 999 980 015 01	SSN 990 00 0015	EFG TRAINING FILE
PROGRAM 99920	LOAN 999 98 0015 01	STUDENT ID _____
NAME HOBBS, DAVID D		
BASE	4 	LOAN AMT 750.00
FUND ISSUE	_____ 	NOTE DATE 09 02 99
ADVANCE DATE	05 01 01 	LAST ADVANCE 02 10 00
ADVANCE AMOUNT	__ 500.00	GRACE MONTHS 009
DISBURSEMENT TYPE	P	
SOURCE	I	
SEP DATE	06 05 03	
ACADEMIC LEVEL		
ENROL STATUS CODE	F	
ENROL EFFECTIVE DATE	09 23 99	
ENROL PERIOD START DATE	09 23 99	
ENROL PERIOD END DATE	05 01 01 	
HISTORY COMMENT	_____	

1. **OPTION = ADVA.**
2. Press **ENTER.**
3. **OPTION = CHG.**
4. Tab to the **FUND ISSUE** field and enter the fund number if applicable. (This field is used on institutional loan programs only.)
5. Key **ADVANCE DATE.**
6. Key **ADVANCE AMOUNT.**
7. Key the following fields as appropriate:

**Enrollment Status Code**  
**Enrollment Effective Date**  
**Enrollment Period Start Date**  
**Enrollment Period End Date**



# ON-LINE PROCESSING TIPS (Continued)

**Note:** These fields are usually completed when the first disbursement (or new loan) is entered on our system. However, if these fields have not been completed, you may use this opportunity to populate them.

If these fields were populated at the time the new loan was entered, you only need to change the **Enrollment Period End Date** when adding an advance.

For a list of codes, refer to the reverse side of our *New Loan Input Form*. This form and all of our forms can be found on our Web site at: [www.efg.net/efgtechnologies](http://www.efg.net/efgtechnologies) under "Downloadable Forms."

8. Press **ENTER**.

Your transaction is complete when: **ADVANCE APPLIED** is displayed in the **MESSAGE** field.

**Note:** Key over any undesired default values.

## Reversing an advance is just as simple.

Use the **ADVR** Screen to reverse an advance.

ADVANCE REVERSAL

ACCOUNT 999 980 015 01 SSN 990 00 015 EFG TRAINING FILE  
PROGRAM 99920 LOAN 999 98 0015 01 STUDENT ID  
NAME HOBBS, DAVID COMM : ADV APPLIED TO WRONG LOAN\_\_\_\_\_

SELECT	BASE CD	BASE #	FUND ISSUE	ADVANCE DATE	ADVANCE AMT
1)	4	001		02 10 00	375.00
2)	4	001		05 01 01	500.00

1. OPTION = **ADVR**.\*
2. Press **ENTER**.
3. OPTION = **CHG**.
4. SELECT = # of the ADVANCE to reverse.
5. COMM = enter a free-form history comment.
6. Press **ENTER**.

Your transaction is complete when: **I2029 UPDATES SUCCESSFUL** is displayed in the **MESSAGE** field.

**Note:** \*This screen will be blank if advances were applied before the loan was converted to System III.

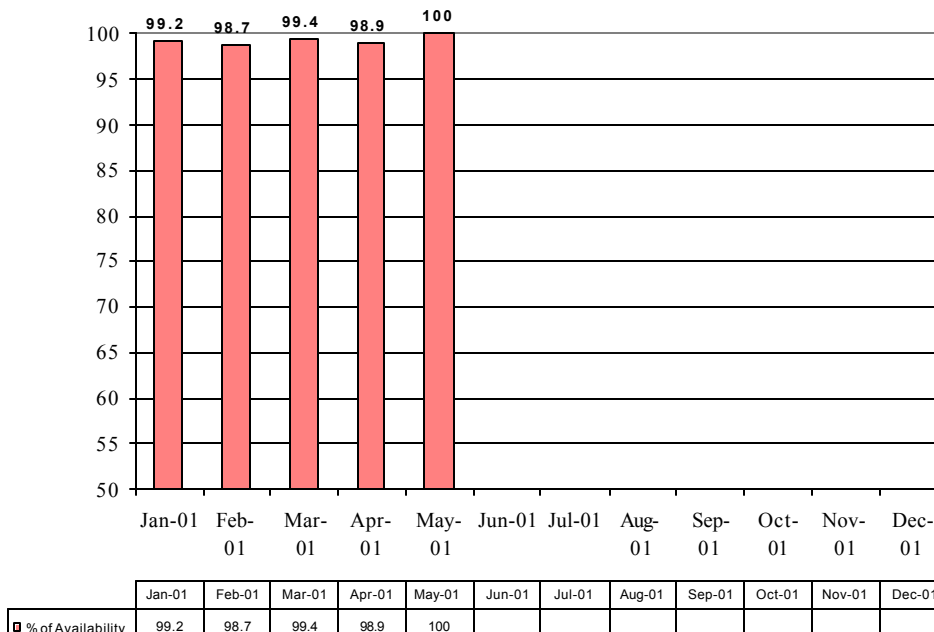
## SYSTEM III AVAILABILITY

### System III Availability

The graph below displays the percentage of time that System III has been available, as scheduled, for customers. System III is available Monday - Friday from 6:00 a.m. - 10:00 p.m. EST and Saturday (excluding month-end cutoff weekends) from 7:00 a.m. - 3:00 p.m. EST.

Please note that we were available 100% of the time scheduled in May.

### 2001 System III Availability



### Questions?

Call your Customer Service Representative.

EFG Technologies HelpDesk may be reached at (800) 458-4492,  
ext. 2111 or [helpdesk@efg.net](mailto:helpdesk@efg.net).

Visit our web site at [www.efg.net/efgtechnologies/](http://www.efg.net/efgtechnologies/).

*System III<sup>SM</sup> Connection* is a quarterly publication with  
news for EFG Technologies' DataLink system users.

## *Bob Balsamo*

### *A Lot about Bob*

Bob Balsamo, Supervisor of Production Control, is a man who is passionate about his job, family, and the New York Yankees. Customers can admire him for his dedication to his family or revile or celebrate his choice of baseball teams, but all benefit from his dedication to the job.

As supervisor of production control, Bob oversees two employees and has overall responsibilities for running all batch cycles, our *DataDirect* FTP (file transfer protocol) service, and *DocumentDirect* online reports. Because many jobs run late at night or early in the morning, he and his staff take on-call rotations so one of them is always available in the unlikely event that problems should occur.

During the eight years Bob has worked here, he has seen the company make great technological advances and develop many innovative products. He is particularly excited about his work with the *DataDirect* FTP service. Instead of waiting to receive their loan data on tape, customers can access their masterfile, payment files, new loans and advances transaction files, or virtually any file that they request as soon as Monday morning after weekend processing. With this technology, customers can log on to our FPT server, input their password, and easily move their file to their desktop even if they are thousands of miles away. We use SSL (Secure Socket Layer) software, which provides customers with a higher degree of security when accessing their files.

"However the customer wants their files, we can give it to them," says Bob. "We offer customers several different ways to receive their files. We can zip the file with or without a password or create a self-extracting zip file with or without a password as well as sending them a plain text file."

Bob is truly committed to customer service. During one period, he spent so many hours each day talking to customers on the phone and helping fellow staff members that he eventually lost his voice. "I like to give customers my all," Bob explains. "Before hanging up from a call, I make sure the customer has a clear understanding of what needs to be done. If necessary, I will walk them through procedures step-by-step. I think it is important to follow-up with customers and make sure everything is okay."

A New Jersey native, Bob came to Winston-Salem after living in Florida and New Hampshire. He came here at the urging of his sister-in-law after an economic slow-down

#### **Bob Balsamo:**

"I like to give customers my all. Before hanging up from a call, I make sure the customer has a clear understanding of what needs to be done. If necessary, I will walk them through procedures step-by-step. I think it is important to follow-up with customers and make sure everything is okay."



in the Northeast. Three of his four children were born here after their move, and he and his Massachusetts-born wife, Sue, have lived here for nine years. In addition to his wife's sister, her mother and grandmother also stay here part of the year.

Bob also has an interesting educational background. Although he admittedly is more likely to quote Yogi Berra than Robert Frost, he graduated from Pinkerton Academy in New Hampshire, where Robert Frost once taught. After high school, he attended Northern Essex Community College and Palm Beach Junior College, where he studied business and computer programming.

Bob's interests and hobbies center around his family. Three of his children played baseball this year, and he spent a great deal of time driving them to practices and games. He also likes to take them to the library and joins them in playing on their Playstation. Because of work and family responsibilities, Bob has a boat that has been sitting in his driveway for eight years, and Scuba equipment that he no longer uses. It doesn't bother him a bit because he would rather be there for his family and customers than out boating any day. Now if he had a choice between working and watching the Yankees play game seven of the World Series, the choice might not be so easy. But knowing Bob, EFG Technologies would win out every time.