UPDATE

AMS Servicing Group

Winston-Salem, NC   **September 30, 2002**

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Holiday Schedule: Columbus Day Monday, October 14 (System III^SM will be available during normally scheduled hours.)

INSIDE AMS Servicing:
Danielle Trinkle, Help Desk Technician
Visit our Web site at www.amsservicing.com
for up-to-the minute publications, forms, and information.

Federal Perkins Assignment Form to be Revised

REGULATORY UPDATE

Information regarding an informal comment period concerning proposed changes to the Federal Perkins Loan Assignment Form and procedures was posted to the LMS Listserv this month. These suggestions,which hopefully will help streamline the process for assigning loans, are based on suggestions that the Department of Education (ED) received from the Perkins community last year. Some of the changes include:

- No longer requiring that written explanations of items that need clarification or justification be submitted on institutional letterhead.
- Moving the detailed instructions for completing the manifest to the Perkins Assignment Form.
- Replacing the references to "ED 553 Form" with references to "the Perkins Assignment Form." The Perkins Assignment Form no longer carries the ED Form 553 designation. It is now OMB No. 1845-0048.
- Redesigning the Perkins Assignment Form as a two-part form: the Institutional Certification page (to be completed for each batch of submissions) and the Borrower and Loan Information page (to be completed for each individual account being submitted.

REGULATORY UPDATE (Continued)

Following this informal comment period, the Perkins community will have the formal Office of Management and Budget (OMB) 60-day comment period and a final 30-day comment period to respond to these proposed changes. Please stay tuned to future publications of the *AMS Servicing Group Update* for more information.

Federal Perkins Skiptracing Service

Since 1994, schools have not been required to use the IRS/ED Skiptracing service for due diligence. The IRS and ED, however, strongly encourage schools to take advantage of this free service. AMS Servicing Group has continued to provide the *IRS Skip Trace Report* as part of our standard reporting package. Schools that wish to participate must submit a Safeguard Procedures Report to ED. Schools also must submit an annual Safeguard Activity Report, which is an update to the Safeguard Procedures Report, by September 30 of each following year. For details, go to http://www.ifap.ed.gov/dpcletters/CB0112.html. For questions about these procedures, ED asks schools to contact Pamela Wills at (202) 401-3293 or via e-mail at Pamela.Wills@ed.gov.

Default Reduction Assistance Program (DRAP)

The Default Reduction Assistance Program is a free service offered by ED to help schools reduce default rates and increase cash flow to the loan fund. Use the following link to get updated information concerning DRAP in a Q & A format. http://www.ifap.ed.gov/eannouncements/0903DRAPIFAPUPDATE.html

EDUCATION DEPARTMENT UPDATE

Shaw Appointed to Lead Federal Student Aid Office

U.S. Secretary of Education Rod Paige has named Theresa S. Shaw chief operating officer (COO) of the Department's Office of Federal Student Aid (FSA). Shaw has more than 22 years of private industry experience, primarily serving in executive positions with SLM Corporation (Sallie Mae). In an ED press release, Paige said "I believe Terri's vast range of experience in the student loan business will be critical to accomplishing our goal of removing the student loan programs from the General Accounting Office's high-risk list."

E-mail Directory for AMS Servicing Group
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Beth Bealle, Product Development Director: **bbealle@amsweb.com**
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Videoconference on FSAA Application Processing Scheduled

You can now register for the Federal Student Aid Satellite Videoconference: "The FSA Application Processing System: What's New for 2003-04." The live program will run from 1:00 to 3:00 Eastern Time on October 24, 2002. To register, go to: http://www.ifap.ed.gov/dpcletters/ANN0205.html.

Scholarship Fund for Families of 9/11 Victims Nears Goal

According to the Chronicle of Higher Education, "A college-scholarship fund created in the aftermath of the September 11 attacks is nearing its goal of raising $100-million. The "Families of Freedom" Scholarship Fund, which aims to benefit eligible children and spouses of people killed and injured in the attacks, has collected more than 20,000 gifts from foundations, corporations, and individuals — a unique response to a singular tragedy, according to some. The scholarship program, founded less than a week after the attacks, has already distributed $755,000 in scholarships to 108 students attending 85 colleges, universities, and vocational-technical schools. Most of the eventual recipients, however, are not yet enrolled in college."

Archive Process Begins

We completed our first archive run at August month-end and plan to continue weekly archiving until the end of the year, or until all eligible loans are archived. The criteria for loans eligible for archiving are listed below.

1. Loan status 91(disability cancellation), 92 (bankruptcy cancellation), or 96 (death cancellation) where the reprocessing date, paid-out date and the last monetary activity date are **all** over two years in the past.

2. Loan status 94 (automatic write-off) or 95 (manual write-off) where the reprocessing date, paid-out date and the last monetary date are **all** over five years in the past.

3. Loan status 90 (paid-in-full) where the reprocessing date, paid-out date, and the last monetary date are **all** over twelve months in the past.

4. All year to date paid fields are equal to zero.

5. Calendar year interest paid is equal to zero.

Note: Loans are archived at the borrower level. Therefore, all loans for a borrower must meet the above criteria before **any** loans for that borrower can be archived. This includes loans that a borrower has with different lenders or loans that a borrower has with the same lender.

ARCHIVE PROCESS (Continued)

We run the unarchive process weekly. Unarchive requests must be sent to your Customer Service Representative before the unarchive process can occur. The archived loan is accessible on *System III* the following Monday. If you have any questions regarding the archive process, please contact your Customer Service Representive.

SYSTEM III ENHANCEMENTS

New 'At a Glance' Listing

In September, we enhanced the *Loans to Review for Cohort Report* by adding a new "At a Glance" listing at the end of the report. This new section summarizes all loans that appear throughout the report with a Y1, Y2, Y3, or IE default repayment flag. If your school has less than 30 borrowers, the borrower total on the "At a Glance" listing may not match the total number of borrowers in default on the "Program Total" page (Item 2). The "At a Glance" listing does not include loans counted as defaulted in either of the previous two cohort years and no longer have a default repayment flag of Y1, Y2, Y3, or IE. Thanks go to **Elaine Mozena** at **CSU, Northridge**, who made the suggestion that loans with a Y1, Y2, Y3 or IE flag be grouped together.

HCOM/AUDT Enhancements

We also made enhancements to the HCOM and AUDT screens in September. The HCOM screen now allows you to enter a comment and then place an "X" beside the AUDT field to go directly to the AUDT letter screen to send an audit. Loan status has been added to both screens.

AUDIT REPORT

Audit Report Requests Fulfilled

We have filled all orders for our third-party audit for fiscal year ended June 30, 2002. If you, or your auditors need a copy, please complete and return the *Audit Report Request Form*, found on our Web site at the following address: http://www.amsservicing.com/Audit%20Request%20Form.pdf. The report is offered in two formats, CD-ROM and paper.

CONSOLIDATION UPDATE

Consolidation Update

The interest rates this year have really encouraged borrowers to consolidate their Perkins, Nursing, and Health Professions Loans. We are processing an average of 1,400 loan consolidations each month, and have received over 575 applications totaling 15.5 million dollars in loans as a result of customers that elected to use AMS' Consolidation Counseling service! If you are interested in using the counseling service, please contact Betsy Burton at 800/458-4492 x2009 or e-mail her at bburton@amsweb.com.

AnnMarie Pennachio from **Bentley College** says, "We've signed up for another year of Education Loan Management Counseling from AMS. It's an added service that reflects well on Bentley, and at no cost to our school. The response has been overwhelming. AMS clearly goes to great lengths to make sure our borrowers understand their options and make smart choices about repayment.

NEW TRA PROCEDURES

TRA Changes

As we discussed in a letter mailed to all customers this summer, the rules affecting the Student Loan Interest Deduction of the Taxpayer Relief Act have changed. Now, all

borrowers who paid interest during the tax year may be eligible to claim this deduction. Due to the increased number of borrowers eligible to claim interest paid, and in an effort to keep your costs low, we have made the following changes:

- Prior calendar year interest will be reported in January, February, March, and April on borrowers' billing statements.
- Interest paid information will be available through our telephone system, beginning January 1, 2002
- Borrowers who paid more than $600 at one institution still will receive form 1098-E. If a borrower has more than six loans at an institution, the borrower will receive multiple 1098-Es.

An insert will be included with billing statements beginning in October, encouraging borrowers to call our office for tax information, and letting them know the interest detail will appear on their January through April billing statements. You will continue to see TRA interest paid online. The TRA Report will provide you with a list of borrowers who paid $600 or more and were reported to the IRS. Additional detail regarding this change in service will be provided in future *Updates*.

Help Desk FAQ

This month we added a Help Desk page to our Web site, which includes ten Frequently Asked Questions about Passwords, IDs, and downloading forms. We also added a survey to help us assess how well we are answering your technical questions. Please take some time to visit www.amsservicing.com/Help_Desk to access this information and survey. To place a face with one of those friendly voices answering your technical questions, please see this month's "Inside AMS" profile on Danielle Trinkle, Help Desk Technician.

Paper Reduction Tip

Are you tired of receiving so much paper? Now that your students are back in school, is it time for you to get organized? If so, now may be the time to think about reducing some of that paper and getting your books in order. *DocumentDirect* via the Internet is a tool we've been talking about for years. *DocumentDirect* allows you to download and print your weekly and monthly reports. And, it's easy to use! Many customers have elected to eliminate most, if not all, of their paper reports. If you aren't ready to make that step, we recommend you keep only the following reports on paper:

- Loans to Review for Cohort Report (Monthly)
- Borrowers Without a Good Address Report (Monthly)
- Bad Address List (Monthly)
- Funds Advanced Year-To-Date Report (Quarterly)

Attention DATALINK Customers!

We will be completing hardware and software upgrades during October, which may impact System III availability on the following weekends:

**Saturday, 10/12 and Sunday, 10/13
Saturday, 10/26 and Sunday 10/27**

REDUCE PAPER (Continued)

- Paid-Out/Credit-Balance/Write-Off Report (Monthly)
- Separation Date Verification Report (Semi-Annually)
- Accounting Report (Monthly)
- Fiscal Operations Report (Annually)

You will be able to see the above reports, as well as all of your other standard reports online via the Internet. We store the reports for several years, so research is a snap, too. If you are interested in reducing the amount of paper you receive, please contact your Customer Service Representative.

PROCESSING TIP

Processing Tip

Each quarter, we try to bring a timely tip to your attention to help you in processing loans online through Datalink. This month's tip is important in helping you comply with federal regulations.

Do Not Process Cancellations Out of Order!
During a recent audit of cancellation forms processed on System III, we found a number of accounts showing a zero balance, but with interest remaining due on the loan. These loans are being reported to the credit bureau and NSLDS. The situation is caused by cancellations being processed out of order.
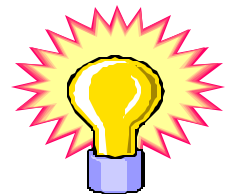
For example, a borrower who is teaching in a low-income school has received four cancellations on his loan:

6/96 – 6/97 – 15%	6/98 – 6/99 – 20%
6/97 – 6/98 – 15%	6/99 – 6/00 – 20%

Bills are due for 6/00 – 6/01, but the borrower then files for 6/01 – 6/02. This cancellation request should not be processed. The cancellation should be denied, and we should ask the borrower to file for 6/00 – 6/01. If he taught during the 2000-2001 school year, we can process his fifth and final cancellation. If he did not teach that year, then he is responsible for paying the bills for that period before future cancellations can be processed.

Policy for this situation was established in the June 1980 Deferment/Cancellation Guide (published by OE). The following quote is based on this example. *Cancellation of Delinquent/Defaulted Amounts*: "If the borrower has not been performing a service eligible for cancellation since 6/00, the borrower's account has been in default since that date. The borrower cannot perform teaching or other eligible service in the future and cancel the defaulted amounts, which accrued since 6/00. An institution may attempt to collect the delinquent/defaulted amount by asking the borrower to repay the amount before granting any earned cancellation benefits."

Please be aware of this situation when you process cancellations online and when you submit these requests to your Customer Service Representative.

Regional Meetings Schedule

A Regional Meeting at **Brandeis University** in Boston, MA , will be held on October 21. Other meetings are planned for Columbia, SC, and Florida. If you would like to host one of these open dates, please contact your School Relations Coordinator.
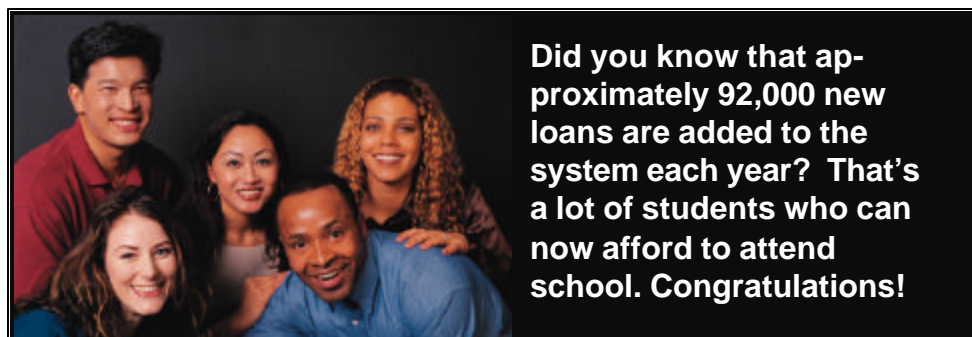
Conference Schedule

Representatives from AMS Servicing Group will attend the **West Coast Student Loan Receivables/Collection Conferences** sponsored by Professional Development Group (PDG), which will be held in Las Vegas, Nevada from November 10-13, 2002. For more information, go to the PDG Web site at www.prodev.com.

Pattie Mastin will also attend **Mega Conference X: Student Loans and Accounts Receivable Conference** in Minneapolis, MN. The conference will be held from October 21-23 at the Radisson South and Plaza Tower in Bloomington (Minneapolis). For more information, go to www.mncollectionnetwork.com.

Fun Fact

Did you know that approximately 92,000 new loans are added to the system each year? That's a lot of students who can now afford to attend school. Congratulations!

Cutoff Dates

The cutoff dates for October and November are listed below. Cutoff dates for the year 2003 are listed on the next page.

Transaction	October 2002	November 2002
Last day to receive collection payments	10/28/02	11/22/02
Last day to receive regular payments	10/29/02	11/25/02
Last day for online payments	11/01/02	11/27/02
Date final post begins	11/01/02	11/29/02
Report date used for final post	10/31/02	11/30/02
Last day deposits created for deposit to bank account	10/31/02	11/27/02

**CUTOFF DATES
(Continued)**

Cutoff Dates for 2003

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 2002	12/23/02	12/24/02	12/27/02	12/27/02	12/31/02	12/27/02
January 2003	01/28/03	01/29/03	01/31/03	01/31/03	01/31/03	01/31/03
February 2003	02/25/03	02/26/03	02/28/03	02/28/03	02/28/03	02/28/03
March 2003	03/25/03	03/26/03	03/28/03	03/28/03	03/31/03	03/28/03
April 2003	04/25/03	04/28/03	05/02/03	05/02/03	04/30/03	04/30/03
May 2003	05/27/03	05/28/03	05/30/03	05/30/03	05/31/03	05/30/03
June 2003	06/24/03	06/25/03	06/27/03	06/27/03	06/30/03	06/27/03
July 2003	07/28/03	07/29/03	08/01/03	08/01/03	07/31/03	07/31/03
August 2003	08/26/03	08/27/03	08/29/03	08/29/03	08/31/03	08/29/03
September 2002	09/23/03	09/24/03	09/26/03	09/26/03	09/30/03	09/26/03
October 2003	10/28/03	10/29/03	10/31/03	10/31/03	10/31/03	10/31/03
November 2003	11/21/03	11/24/03	11/28/03	11/28/03	11/30/03	11/28/03
December 2003	12/26/03	12/29/03	01/02/04	01/02/04	12/31/03	12/31/03
January 2004	1/27/04	1/28/04	01/30/04	01/30/04	01/31/04	01/30/04

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.

HOW TO

Process New Loans and Advances and Unpostable New Loans and Advances

It's That Time of Year Again!

AMS Servicing Group offers customers several methods to submit information on new loans and advances: **electronically** through *DataDirect* File Transfer Protocol (FTP), on a reel tape or 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*, a reel tape, or a cartridge to send data, transferring information electronically is always easier and more efficient. Ask your School Relations Coordinator for information on how to set up *DataDirect* for your school or for a copy of our specifications to share with your programmers. AMS Servicing Group must receive and approve a test file before routine FTP transmissions or tapes will be accepted.

Some loan administrators choose to send disbursements to AMS Servicing Group on a form specifically created for this purpose. The *New Loan Input Form* is used to submit initial loan disbursements to System III^{SM} . To help you complete the form, AMS Servicing Group 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 AMS Servicing Group. 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 shaded fields 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.

Keep in mind that System III can store up to five addresses. It is to your advantage to include as many addresses as possible on the *New Loan Input Form.* If AMS Servicing Group has multiple addresses on System III, it's easier to locate a borrower who has moved. AMS Servicing Group DataLink^{SM} users will find it helpful to have multiple addresses on-line if they need to contact borrowers who are past due.

An *Advance Transmittal Form* is used to submit subsequent disbursements for a borrower who already has a loan posted on System III. 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.amsservicing.com under Customer Service/Downloadable Forms.

If you have access to DataLink^{SM}, our online system, you can enter new loans and advances directly online. Please contact your School Relations Coordinator if you have DataLink^{SM} and are interested in processing these transactions online or if you do not have access to DataLink and would like more information on it.

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 returned to you 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 AMS Servicing Group. 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 System III^{SM}.

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

Please note the deletion date on the right side of the report. Corrections need to be returned to AMS Servicing Group 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.**

For more details on correcting unpostable new loans and advances, please visit our Web site at http://www.amsservicing.com/Publications/HowTo Process_Unpostable_New_Loans_and_Advances.asp.

Questions? Call your Customer Service Representative.

www.amsservicing.com

Danielle Trinkle
Always Ready to Help

Do you need help changing your password, using *DocumentDirect*, or downloading a file? If you do, call Danielle Trinkle, Help Desk Technician, during working hours. Do you need a custom-made coat for your poodle, a yummy homemade pet treat, hand-made beaded jewelry, a Web page designed for your church or business, a pianist, or even have a concert that needs promoting? If so, you can call Danielle Trinkle, Renaissance woman, evenings and weekends. Yes, that nice young woman, who so patiently explains what's going on with System III, is capable of handling a variety of requests.

Danielle Trinkle first came to work for our company in 1995 as a Mail Clerk in Customer Service. After two years, she decided that she wanted to attend college and enrolled at Appalachian State University in Boone, NC, as a music entertainment industry major. She continued to maintain close ties with the company, working for AMS Servicing Group as an intern during winter holidays and the summer. During her internship, she worked in Forms Processing and assisted our private loans staff with default prevention activities.

After changing her major to public relations, with a minor in computer information systems, and graduating from college, she knew she wanted to come back to work here because "this is a great place to work." She was hired in January 2002 as a Customer Service Representative and was quickly promoted to Help Desk Technician.

With her background in many areas of the company and her knowledge of computers, she is a natural for the job. Danielle is very soft-spoken and provides a calming influence when customers call with intricate problems. Her biggest challenge in the job is "figuring out what the customer's true problem is. They may describe one problem, but the cause could lie in a different area. " Danielle always checks back with the customer to see if the problem has been resolved, even if the problem origi-nated in the customer's own hardware or network. She wants to make sure the customer is satisfied.

Besides having a natural helping ability, Danielle's experience with contacting customer support for her own computer at home has motivated her to always try to exceed her customer's expectations. In calling a well-known computer company, Danielle has been totally

Danielle Trinkle
Her biggest challenge in the job is "figuring out what the customer's true problem is. They may describe one problem, but the cause may lie in a different area. "

confused by people she suspected were reading from a script. She never wants her customers to experience the inadequate support that masks itself as customer service offered by some companies.

So Danielle listens very carefully and offers her customers help that reflects her depth of knowledge of System III, *DocumentDirect*, *WebConnect*, and all the password and ID questions she may receive each day. One recent assignment was working with other Help Desk staff to develop answers for a Frequently Asked Questions page for the AMS Servicing Group Web site. In addition to providing external customer support, Danielle provides first level support to AMS Servicing Group employees having trouble with their computers or printers. She is very grateful to her supervisor, Raffaele Halsey for making the transition from Customer Service to the Help Desk easier.

As stated earlier, Danielle is a woman of many talents, filling her off time with arts and crafts, Web design, and family-centered activities with parents, her older brothers, fiancé, and her dog, Kodi.   Danielle's future goals with the company include working with the Network Support Team or being involved in Web design, but for now she is content working on the Help Desk, doing what she likes best—"helping people and working with computers."