AMS Servicing Group Update
Index for 2003 Issues

Audit

- Are You in Compliance? (Mar., p.5)
- Audit Almost Complete (June, p.4; July, p.3) *Attachment:* Audit Request Form
- It's Audit Time Again! (May, p.6) *Attachment:* Audit Request Form

Collection Agency Update

Attachment:
- System 3i Unveiled; *WebConnect* Upgrade; West Coast Sponsors Needed; Encourage Your Customers to Auto Place (Feb.)
- Reports Available On-Line via *DocumentDirect*; Reports of Interest to Collection Agencies; Printing Reports with *DocumentDirect*; Changing Your Password (July)

Customer Anniversaries

- Long-term Customers Recognized (Jan., p.5; Apr., p.6; July, p.4) *Attachment:* Customer Anniversaries

Customer Closeup

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- Aeda Ghandour – Fairleigh Dickinson University (July)
- Sylvia Aust – Pacific University (Jan.)
- Yvonne Mitchell – North Carolina A&T State University (Apr.)

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- March/April (Feb., p.9)
- April/May (Mar., p.8)
- May/June (Apr., p.9)
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Department of Education

- 2003-2004 Application and Verification Guide (Mar., p.3)
- Audits Electronically Sent to ED (Feb., p.2)
- Avoid Reporting Conflicting Information to the Clearinghouse (Apr., p.3)
- Campus-Based Policy Memorandum 2003-1 Published (Feb., p.2)
- Campus-Based Policy Memorandum 2003-2 (Apr., p.3)
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- Campus-Based Reallocation Form Due (July, p.2)
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- Default Reduction Assistance Program (DRAP) Unavailable (Jan., p.3)
- Draft 2004-2005 FAFSA Form Released for Comment (Mar., p.3)
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- ED's 2003 Spring Conference in Kansas City (Feb., p.3)
- EZ-Audit Step-by-Step Guides Now Available (Apr., p.4)
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- Federal Perkins Master Promissory Note (July, p.1)
- Federal Poverty Guidelines for 2003 (Mar., p.4)
- Final Rules for Students and Borrowers on Active Duty Issued (May, p.2)
- First Administrative Cost Allowance Payment for 2002-2003 (June, p.3)
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- Free Videos (Feb., p.3)
- Guidance Available on Students Called Up for Military Service (Jan., p.3)
- HHS Announces E-Signature Standards for Health Loan Programs (June, p.3)
- IRS to Change Procedure for Obtaining Tax Returns (May, p.5) *Attachment:* IRS Information
- ISIR Guide Updated for 2003-2004 (Mar., p.3)
- Increased Loan Forgiveness for Math, Science, and Special Education Teachers Proposed (Feb., p.1)
- Information Regarding School's Final Funding for 2003-2004 (Apr., p.4)
- Look for a Yellow Flyer! (Apr., p.2) *Attachment:* Military Mobilization Flyer
- MNP and Revised Perkins Assignment Form Posted (Jan., p.2)
- New History Comment Code for TPD Available to DataLink Users (Mar., p.3)
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- NSLDS Reference Materials (Feb., p.2)
- Orange Book Available Now (Apr., p.4)
- Pre-Release Draft of the 2004-2005 FISAP Technical Reference (Apr., p.4)
- Presentations Available On-Line (Feb., p.3)
- Proposed College Affordability in Higher Education Act (Mar., p.3)
- Release of the 2003-04 FSA Handbook (May, p.4)
- Relief for Students and Borrowers Affected by Military Mobilizations (Apr., p.1)
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- Total and Permanent Disability Discharge Application (Jan., p.2)

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- Assign a Loan to the Department of Education (July)
- Change Your Colors! (and other *WebConnect* attributes) (Feb.)
- Change Your *DocumentDirect* Password (June)
- Manage Your Cohort Default Rate-Part 1 (Mar.)
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Inside AMS Servicing - Profiles

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- Cornelius, Charles (Feb.)
- Matthews, Torium (Mar.)
- Mullen, Joe (Jan.)
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- Breaking Up is Hard To Do *(A borrower writes…)* (Jan., p.6)
- Borrower Services Class Graduates (June, p.4)
- Customer Service Managers Receive Prestigious Certification (Mar., p.5)
- Index Available (Apr., p.5; July, p.4)
- Lockbox Transition Completed (Feb., p.5)
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- Lockbox Update (Jan., p.4)
- More Customer News (Apr., p.6)
- New Feature Added (Jan., p.5) (*See Customer Closeup)*
- Teach for America Recognized (Jan., p.6)
- What's That Racket? (Jan., p.6)

NSLDS

- NSLDS Data Passage Rate (June, p.4)

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- Welcome to the AMS Servicing Group Family (Apr., p.6)

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- Customer P.O. Box Numbers (May, p.7)
- Early Intervention Program (EIP) Reminder (Feb., p.5)
- Get Ready for Year-End Processing (May, p.6)
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- Automatic Direct Draft (ADD) Enrollment By Phone (Jan., p.7)
- Collections System Enhanced (July, p.3)
- Cohort QuikLetters (Mar., p.4)
- Enhancements Made to Accommodate Reporting of Federal Perkins Loans Assigned to Department of Education (June, p.2) *Attachment:* LN5 and DFLT Screens Showing New Codes
- Free Service Offered for Loan Consolidation Counseling (Feb., p.4)
- FTP Your Problems Away (Apr., p.5)
- Make Collecting Easy (June, p.4)
- New Clearinghouse Report Created (July, p.3)
- New Procedures for Loan Consolidation Underpayments (Feb., p.5)
- Preparing for Exit Interview Season (Mar., p.5)
- Reports Affected by New Reason Code (June, p.2)
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- Upgrade to *WebConnect* Completed during February (Feb., p.4)
- Updated Federal Regulations Manual Added to Reading Room (Feb., p.6)
- Want to Make Your Collection Job Easier? (May, p.7)
- Your Borrowers and Your Institution Can Save with Consolidation (July, p.3)

(introducing) System 3i

- Available Now!—myamsloan.com (May, p.1) *Attachment:* System 3i Update
- New Web Site Offers Borrower Access (June, p.1) *Attachment:* System 3i Update
- System 3i on Target for Phase One Release in May (Feb., p.4; Mar., p.4) *Attachment:* System 3i Update
- System 3i Unveiled (Jan., p.1) *Attachment:* System 3i Description and Press Release
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