

Frequently Asked Questions and Answers

about the NSLDS Lender Manifest Report of Unreported Loans

1. Q: How can a servicer's failure to update or report current NSLDS/lender manifest data result in delayed processing for DAAR's and/or requests for claim reimbursement sent to ISAC?

A: If a servicer submits a DAAR or request for claim reimbursement for a loan which currently reflects, for example, either Paid in Full (PF) or Temporarily Uninsured/loan not in default (UA), ISAC will not be able to accept the DAAR or claim request. Therefore, ISAC strongly recommends that servicers work with their respective loan maintenance/lender manifest reporting departments to ensure that current data is reported so as not to delay the processing of either a DAAR or claim request to ISAC.

2. Q: When were lenders/servicers required to start reporting the loan status codes obtained in the U.S. Department of Education's (ED's) *NSLDS Technical Update* published on September 19, 2001?

A: Lenders were required to begin using these codes for loans that enter the following statuses after December 31, 2001. The codes are:

- IA Loan Originated
- IG Grace Period
- IM Military Grace (IA, IG, IM, replace ID)
- PN Paid in Full Through Consolidation (replaces PC)
- UA Temporarily Uninsured, loan not in default
- UB Temporarily Uninsured, loan in default
- UC Permanently Uninsured, loan not in default
- UD Permanently Uninsured, loan in default (UA, UB, UC and UD replace UI)

As a reminder, status codes ID (Grace Period), PC (Paid in Full Through Consolidation Loan) and UI (Uninsured/Unreinsured) are no longer accepted if the status date is after December 21, 2001. In addition, if a lender has loans in either a UA or UB status, any changes to those statuses will require contact with ISAC.

3. Q: I informed ISAC that all the loans on my prior unreported loans report were sold to another servicer; why do I continue to receive this report?

A: ISAC has reconciled with all major servicers regarding unreported loans. Those records that reconciled with servicers now appear on the assigned servicer's lender manifest. Unreconciled records, however, which appear on the enclosed unreported loans report are not being serviced, and must be reconciled/updated.

4. Q: What if I own the loan, but it is being serviced and the servicer is responsible for lender manifest reporting?
- A: You must contact the servicer to determine why the loan is not being reported. As the owner of the loan you are responsible for ensuring that it is reported.
5. Q: What if the loan is no longer on my system and I'm sure the loan has not been sold?
- A: You must decide if the loan is paid in full, is active but no longer insured (uninsured), or has either been consolidated or refinanced. Report the correct status of the loan in your next NSLDS lender manifest submission using the information provided on the report.
6. Q: What if I have reported the loan, but it is appearing on the NSLDS Lender Manifest Report of Unreported Loans?
- A: You most likely received an error for the loan that has not been corrected. Therefore, ISAC was not able to update the record. For example, if you are not using the Unique Loan ID as specified on page 7 of ISAC's *NSLDS Lender Manifest User Manual*, ISAC is probably unable to match the loan.
7. Q: What do I do when the error I am receiving on my *Lender Manifest Error Report* is due to ISAC's data being incorrect?
- A: You must submit the correction through the appropriate data correction process and then resubmit the loan record in your next scheduled monthly or quarterly lender manifest submission.
8. Q: If all loans are contained on one Repayment Schedule, do I have to report each loan individually?
- A: Yes. You are required to report each individual loan detail (see pages 4 and 5 of ISAC's *NSLDS Lender Manifest User Manual*).
9. Q: I don't have a copy of ISAC's *NSLDS Lender Manifest User Manual* that gives directions on what data needs to be reported to ISAC. How can I obtain one?
- A: ISAC's *NSLDS Lender Manifest User Manual* is available online at collegezone.com within the Processes section of the Lender Zone. Select Account Maintenance, Common Account Maintenance and then NSLDS Lender Manifest to locate ISAC's manual.
10. Q: Is there a way to report loans as uninsured (a lost guarantee) other than through lender manifest?

A: No. You must report the uninsured status using the lender manifest process.

11. Q: We are having difficulty reporting loans within our regular submission. Can we submit these loans separately?

A: Yes. As an exception you can submit lender manifest data outside of your regularly scheduled submission. The submission must be clearly marked as "Error Exceptions" or "Unreported Loans" so that ISAC knows how to process the file.

12. Q: What types of loans are included in the lender manifest reporting?

A: The loan types are:

Loan Type	Description
SF	Subsidized Federal Stafford
SU	Unsubsidized Federal Stafford
SL	Federal SLS
PL	Federal PLUS
CL	Federal Consolidation
GB	Federal PLUS for Graduate Borrowers

13. Q: How frequently must we submit lender manifest data to ISAC?

A: Lenders/Servicers are required to report on a monthly basis.

14. Q: I only held a few loans and they are now closed. Is there a simple way to report these loans as closed?

A: To report these loans as closed, use the NSLDS Lender Manifest Record Description form for each loan.

15. Q: What are my options for submitting lender manifest data?

A: Lender Manifest data can be submitted in the following ways:

- Paper: Use the record description or the unreported loans exception report.
- FTP: The lender can create their file according to the Lender Manifest file format and transmit that data to ISAC via File Transfer Protocol.

If you have questions regarding NSLDS Lender Manifest Report of Unreported Loans, ISAC's Lender Services Department at 800.477.4411, or e-mail us at isac.lenderservices@isac.illinois.gov.