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## Tip<sup>of</sup> the Week

Does your institution have December graduates? If so, provide budget worksheets to students during exit counseling. Templates are available from TG's public service Web site, [www.AIE.org](http://www.AIE.org).

## TG updates

### AdvanTG Web™ adds the new features you asked for

TG is pleased to announce the addition of several exciting new enhancements to AdvanTG Web, our flexible loan management solution. The enhancements are the direct result of feedback from AdvanTG Web users, and TG remains committed to ensuring that our products continue to respond to your needs.

Enhancements were implemented over the weekend, so AdvanTG Web users can begin using the following new features right away.

#### Enhancements for all users

- **Message Board** – AdvanTG Web users can now post messages on the AdvanTG Web portal using the new Message Board enhancement. You can choose to post messages internally or externally. For example, schools can post messages for internal users only, or for a larger group including branch campuses. Servicers can use the external posting capability to post messages for the lenders for which they service. There is also a TG messages section, which we will use to communicate important events, new functionality, or other information.
- **Reports and the export process** – You can now run reports using the option “everything not previously exported.” This functionality is designed to assist

users in reconciling export files that are were generated using “everything not previously exported.” To use this functionality, the report must be run before the export is performed. If you have not used the “everything not previously exported” functionality when exporting files in the past, please contact TG’s product support group first to ensure accurate reporting. You can reach this team at (800) 332-1455 or send an e-mail message to [product.support@tgslc.org](mailto:product.support@tgslc.org).

- **Searchable online help** – AdvanTG Web has added a search engine to its online help. This complements the help feature by bringing up links to keywords you are targeting. You can enter a single word or a combination, and AdvanTG Web’s online help will provide links to help screens related to your request.
- **Electronic user manual** – The AdvanTG Web user manual is now available electronically from the main portal page. Offering the manual electronically enables us to provide updates in a more timely fashion, so your manual is always current.
- **Editing an application in “terminate” status** – No more having to create another application from scratch because you received a “terminate” response. AdvanTG Web now gives you the ability to edit an application in a “terminate” status and resubmit it for guarantee. Many of you have requested this functionality, and we are pleased to offer it to reduce your processing time and expedite your loan guarantees.
- **Deleting multiple change transactions** – You now have the ability to process mass deletes of change transactions from your “List Change Transactions” screen — similar to the mass delete functionality offered on the “List Applications” screen. Simply check the box next to the Change Transactions you wish to delete and click the delete button at the bottom of your screen.

### Enhancements for schools

- **Importing ISIR files** – AdvanTG Web now imports Institutional Student Information Record (ISIR) files. This new functionality allows schools to import an ISIR file into AdvanTG Web and create a Stafford loan application. Schools can also set session defaults or mark the records for TG Loan By Web™. Creating a Stafford loan application has never been easier!
- **Add your logo to letters** – Schools that receive the Electronic School Report in data file format can now add their school logo to the letters they produce in the Letter Writing Component (LWC). Schools can add their logo to the 60-Day Delinquency, 159-Day Delinquency, 210-Day Delinquency, and Claim Pending letters via the Institution Administration Screen under the LWC logo. Please contact your TG consultant or account representative for further instructions.

## Enhancements for schools using TG Loans By Web

- **“Decline All Loan Awards” button** – A “Decline All Loan Awards” button has been added to the “Personal Update” screen in the PLUS loan flow of TG Loans By Web. A parent will be able to decline all loan awards without having to enter any personal data.
- **E-mail notification feature** – AdvanTG Web will automatically send an e-mail to the borrower when an application in an “L – LBW Certification” status is saved. The e-mail will advise the borrower of the pending certificate and instruct them to go to TG Loans By Web to complete their loan award. There are two types of e-mails available – customized and generic:
  - *Customized e-mail*  
Create your own e-mail to notify your borrowers of their loan awards. The e-mail may be up to 4,000 characters in length. If you would like to customize your e-mail message, please contact your TG representative to have your profile updated.
  - *Generic e-mail*  
Borrowers will receive the following message: “Your school has certified a loan award for you. Please log into TG Loans By Web™ at <https://lbw.tgslc.org> to complete and submit your loan award. If you have any questions or concerns, please contact TG at (800) 845-6267 or e-mail [cust.assist@tgslc.org](mailto:cust.assist@tgslc.org).”
- **Seamless flow for online counseling** – The new seamless flow in TG Loans By Web allows a student to access entrance counseling on *Mapping Your Future* without opening a new browser window. The student is automatically returned to TG Loans By Web when they hit the “Exit Now” button on the *Mapping Your Future* counseling session.
- **Purge criteria for applications in an “L” status** – Schools using TG Loans By Web can now purge applications in an “L” status by Last Updated Date or Loan Period End Date.

## Enhancements for lenders and servicers

- **Printing disclosures** – Lenders and servicers can now choose to print disclosures using the criteria “everything not previously printed.” This takes the guesswork out of printing disclosures by automatically selecting new or revised disclosures that have been received but not yet printed.
- **Filtering/sorting disbursements for mass approval** – The “List Disbursements” screen for lenders has been enhanced to allow the filtering of records when the “show records for approval” box is selected. Because servicers and lenders can have hundreds of disbursements pending approval, we have added the ability to filter/sort by all of the criteria on the “List Disbursements” screen, including school and lender ID, borrower SSN, borrower last name, or

funds release date. The system also allows records to be sorted by borrower SSN, borrower last name, or funds release date. These filtering and sorting tools assist in quickly locating records for mass approval.

### **Help is a click or a call away**

AdvanTG Web online help has been updated to address all of the preceding new features and functionality.

If you have any questions or need additional information, please contact your TG consultant or account representative at (800) 252-9743, or the product support group at 800-332-1455 or [product.support@tgsllc.org](mailto:product.support@tgsllc.org).

## **Federal updates**

### **DCL provides guidance on the NSLDS calculation of aggregate loan limits for Consolidation loan borrowers**

Last month, ED released Dear Colleague Letter (DCL) GEN-03-12, detailing new procedures that ED has implemented within the National Student Loan Data System (NSLDS) to calculate aggregate loan limits for the FFEL and Direct Loan Programs when a student has consolidated some or all of their student loans.

Specifically, the NSLDS uses an algorithm and certain assumptions to allocate the outstanding principal balance of a FFELP Consolidation loan to subsidized and unsubsidized aggregates. Any portion of the outstanding balance that cannot be attributed to underlying loans based on information available on NSLDS will be designated as "unallocated."

The attachment to the DCL provides the formula used to allocate a Consolidation loan balance and guidance on how a school should proceed when calculated aggregates and unallocated amounts affect a student's eligibility for additional Stafford loans.

### **More information**

To access DCL GEN-03-12, visit the Information for Financial Aid Professionals (IFAP) Web site at [www.ifap.ed.gov/dpccletters/GEN0312.html](http://www.ifap.ed.gov/dpccletters/GEN0312.html). In the attachment to the DCL, ED provides a series of questions and answers to assist schools in understanding these procedural changes and in using the financial aid history functions of the NSLDS.

### **Videoconference for high school counselors scheduled**

ED's Federal Student Aid (FSA) is hosting a videoconference for high school counselors and mentors on Friday, December 12, 2003, from 12 to 2 p.m. Central Standard Time. The videoconference is intended to increase the number of aid-savvy professionals serving students contemplating postsecondary education and

their families. Postsecondary schools are welcome to serve as host sites and invite local high school and TRIO counselors, as well as student mentors, to come view the videoconference on their campuses.

### **A few details**

The videoconference will cover such topics as:

- Understanding the FSA programs
- An overview of the application process, including changes to FAFSA on the Web
- Utilizing Student Aid on the Web, FSA's information and planning site for students
- Understanding the Student Aid Report (SAR)

The videoconference is free of charge, and may be recorded by the viewer for later reference.

### **More information**

For more information on this upcoming videoconference, visit the Information for Financial Aid Professionals Web site at [www.ifap.ed.gov/eannouncements/1114videoconfforHSC.html](http://www.ifap.ed.gov/eannouncements/1114videoconfforHSC.html).

## **2004-2005 School Electronic Process Guide now available from ED**

The 2004-2005 School Electronic Process Guide is now available for financial aid administrators and information technology staff to view and download. This reference, previously known as the EDESuite Process Guide, provides valuable information on the Federal Student Aid (FSA) updates and enhancements that are scheduled for the upcoming 2004-2005 processing cycle. This guide also serves as a supplement to several topics discussed during the FSA Videoconference ED hosted on October 22.

The new guide is available to view and download at <http://fsadownload.ed.gov/SchoolElecProcGuide0405.htm>.

### **More information**

To view ED's announcement introducing this School Electronic Process Guide, go to [www.ifap.ed.gov/eannouncements/1114ElectronicProcGuide.html](http://www.ifap.ed.gov/eannouncements/1114ElectronicProcGuide.html). For highlights about the FSA Videoconference, see *Shoptalk Online* Edition 228.

## This, that, and the other

For most financial aid professionals, the Thanksgiving holiday offers an extended weekend to share with family and friends — and a shortened work week. As you wrap up your work for the week, please note that TG offices will be closing at noon on Wednesday, November 26, for the remainder of the week. The TG team will be back to serve you on Monday, December 1.

Happy Thanksgiving from all of us at TG!



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