

Overview

Preface

The 2002-2003 FISAP Technical Reference provides programmer specifications and record layouts for schools or other organizations that need to design software systems to interface with the U.S. Department of Education's (ED) FISAP processor. The technical system information within this document allows you to either:

- Build your own system, in order to submit FISAP data directly to ED
- or
- Use FISAP for Windows (the software package provided by ED) in combination with your own system or vendor provided software.

This technical reference provides you with a current snapshot of the system modifications for the upcoming processing year and contains the following sections:

- Overview
- PC Software
- Implementation Guide
- Record Layouts
- Process Edits

Keep in mind that further changes to the technical reference may occur as we proceed with implementation.

If you have any questions regarding the information contained in this document, please contact FISAP Technical Support at 877/801-7168.

Important Telephone Numbers

The U.S. Department of Education (ED) is available to answer FISAP procedure and policy questions from 8:00 a.m. - 5:00 p.m. (ET), Monday through Friday. They can be reached at:

800/433-7327

Direct your questions regarding this technical reference to FISAP Technical Support at:

877/801-7168

See the section, Sources of Assistance, for additional telephone numbers.

System Options

The U.S. Department of Education (ED) gives you maximum flexibility in fashioning a system solution that best meets your school's needs in reporting your *Fiscal Operations Report* and *Application to Participate* (FISAP) information. The three system options are:

1. FISAP for Windows

FISAP for Windows is a PC software package developed by ED. It contains the *Fiscal Operations Report* for program participation. Federal regulations state that if you spent funds in 2000-2001 or have a Federal Perkins Loan Fund, you must submit a *Fiscal Operations Report*.

2. Custom System

You have the option of developing your own system to support all the necessary tasks required to send FISAP data, purchasing a software package from a third-party, or contracting a third party servicer.

If you choose to use a custom system, read Section 3 – Implementation Guide and Section 4 – Record Layouts in this technical reference thoroughly. These sections provide you with essential instructions, record layouts, system edits, and system requirements pertinent to building your own system.

3. Combination FISAP for Windows/Custom System

You can choose to use a portion of the functions provided by FISAP for Windows in conjunction with external systems or software from another vendor. FISAP for Windows allows you to import and export data necessary to process your FISAP data.

If you choose to use a combination of systems, read Section 2 – PC Software and Section 4 – Record Layouts thoroughly. These sections provide you with essential record layouts, system edits, and system requirements pertinent to using a combination of systems.

FISAP for Windows also contains the *Application to Participate* for the 2002-2003 award year (July 1, 2002 through June 30, 2003) in the following three campus-based programs:

- Federal Perkins Loan
- Federal Supplemental Educational Opportunity Grant (FSEOG)
- Federal Work-Study (FWS)

If you choose to use FISAP for Windows, read Section 2 – PC Software thoroughly. This section provides various software checklists, as well as instructions for importing external data into FISAP for Windows. You should also review the following documents that are available with this software product:

- Cover Letter
- Installation Guide
- FISAP for Windows Online Help
- Desk Reference

FISAP for Windows is distributed via the Internet. You can download the software, cover letter, and installation guide from the SFAdownload Web site, **SFAdownload.ed.gov**. The Desk Reference is mailed to you.

Items to Consider in Choosing a System Option

Available Resources:	How much of the following resources are available: staff, data processing resources, equipment, and money?
Existing Systems:	What existing systems are in place and how easy is it to integrate with a new system?
Time Constraints:	Is there enough time available for a new system to be developed?
Campus Communications:	Are there existing means of communication between offices? (These offices might include financial aid, registrar, and bursar.)

If you participate in the Electronic Data Exchange (EDE) program, ED provides IBM-compatible PC software designed to manage financial aid processing, including the Direct Loan and Pell programs. Modules in EDEExpress, for example, include Application Processing, Packaging, Direct Loan, and Pell. Other products available include SSCR (Student Status Confirmation Reporting), DL Tools (Direct Loan Tools), QA Tool (Quality Analysis Tool), and Return of Title IV Funds.

Sources of Assistance

If you have concerns or questions, listed below are sources of assistance.

Note: Telephone numbers are subject to change.

CPS/WAN Technical Support Telecommunications Device for the Deaf (TDD/TTY)

**800/330-5947
800/511-5806**

E-mail: cpswan@ncs.com

SFA Technical Support: www.ed.gov/offices/OSFAP/sfatech/listserv.html

Fax: 319/358-4260

Working hours are 7 a.m. – 7 p.m. (CT), Monday through Friday

- CPS Batch Status
- Custom/Combo/Mainframe Support for Direct Loans
- Direct Loan Technical Reference
- EDE Technical Reference
- EDEExpress Software - App Express, Packaging, Direct Loan, and Pell
- FISAP Software
- FISAP Technical Reference
- Packaging Technical Reference
- Rejected EDE Records and Batches
- DL Tools Software
- QA Tool
- Renewal Application Processing
- SSCR-32 Software
- SSCR Technical Reference
- Use of CPS On-line Query
- Campus-Based Award Letter
- EDconn32
- EDE Enrollment and Participation
- Network Password Changes and Resets
- Transmission Errors
- Software and User Manual Distribution

Direct Loan Client Account Managers

- Program and Technical Assistance
- Reconciliation and Closeout
- Site Visits
- Training

Region I (CT, MA, ME, NH, RI, VT)	617/565-6911
Region II (NJ, NY, PR, VI)	212/264-8012
Region III (DC, DE, MD, PA, VA, WV)	215/656-5929
Region IV (AL, FL, GA, KY, MS, NC, SC, TN)	404/562-6259
Region V (IL, IN, MI, OH, WI)	312/886-8766
Region VI (AR, LA, NM, OK, TX)	214/880-2405
Region VII (IA, KS, MO, NE)	816/880-4090
Region VIII (CO, MN, MT, ND, SD, UT, WY)	303/844-3677, EXT 121
Region IX (AZ, CA, HI, NV)	415/556-4201
Region X (AK, ID, OR, WA)	206/615-2231

Direct Loan Consolidation

800/557-7392

E-mail: loan_consolidation@mail.ed.gov

Web site address: www.ed.gov/DirectLoan/consolid.html

Working hours are 7 a.m. – 7 p.m. (CT), Monday through Friday

- Provide Borrower Counseling
- Complete Certification Information for Processing
- Process Consolidation Applications
- Provide Funds to Lenders for Approved Loans
- Obtain Payoff Amounts from Lenders
- Process Promissory Notes/Loan Statements
- Provide Repayment Plan Information to Borrowers
- Add Supplemental Loans to Existing Consolidation Loans

Direct Loan Operations Staff

202/708-9951

E-mail: direct_loans@ed.gov

Web site address: www.ed.gov/DirectLoan

Working hours are 7:30 a.m. – 4:30 p.m. (ET), Monday through Friday

Direct Loan Origination Center

800/848-0978

E-mail: loan_origination@mail.ed.gov

Web site address: www.ed.gov/DirectLoan

Fax: 800/557-7396

Working hours are 8 a.m. – 8 p.m. (ET), Monday through Friday

- Acknowledgements
- Batch Integrity Errors
- Check Sum Errors
- Direct Loan Batch Status
- Implementation Guide Questions
- Interface Issues
- Promissory Notes
- Rejected Direct Loan Batches

Direct Loan Program Development Division

202/708-8242

Working hours are 7 a.m. – 4 p.m. (ET), Monday through Friday

- Policy
- Regulations

Direct Loan Servicing Center

Borrower Referral Only

800/848-0979

Telecommunications Device for the Deaf (TDD/TTY)

800/848-0983

Web site address: www.dlServicer.ed.gov

E-mail: Not available.

Fax: 800/848-0984

Working hours are 8 a.m. – 8:30 p.m. (ET), AVR Available 24 hours a day, Monday through Friday

- Borrower Account Inquiries
- Deferments/Forbearances
- Payment Inquiries
- Repayment Options

School Services

888/877-7658

Working hours are 8 a.m. – 5:30 p.m. (ET), Monday through Friday

- Delinquency Issues
- Interface Issues

**FAFSA on the Web and FAFSA Express
Customer Service**

800/801-0576

**Telecommunications Device for the Deaf
(TDD/TTY)**

800/511-5806

E-mail: FAFSAWeb@ncs.com

FAFSA on the Web site address: www.fafsa.ed.gov

FAFSA Express Web site address: www.ed.gov/offices/OPE/express.html

PIN Web site address: www.pin.ed.gov

Working hours are 7 a.m. – 10 p.m. (CT), Monday through Friday

- Application Status
- Correction on the Web Assistance
- FAFSA Express Software Assistance
- FAFSA on the Web Assistance
- General Questions on Electronic Filing
- Help Accessing the Web Site
- Process Corrections
- Renewal App on the Web Assistance

Federal Pell Grant Program

**800/4PGRANT
or 800/474-7268**

E-mail: pellsystems@ed.gov

Web site: www.pellgrantsonline.ed.gov

Fax: 301/548-2396

Working hours are 8 a.m. – 8 p.m. (ET), Monday through Friday

Federal Pell Grant Program Customer Service

- Batch Processing Status and Rejected Batches
- Current Authorization Level
- General Inquiries concerning RFMS
- Information and Data Request Regarding Award Years Prior to 1999-2000
- Pell Grants on the Web Questions

Federal Pell Grant Program Web Page

- Authorization Level for 1999-2000, 2000-2001, 2001-2002
- Batch Status for 1999-2000, 2000-2001, 2001-2002
- Links to Pell Grant Resources

Federal Student Aid Information Center

**800/4FED AID
or 800/433-3243**

Telecommunications Device for the Deaf (TDD/TTY)

800/730-8913

Working hours are 8 a.m. – 8 p.m. (ET), Monday through Friday

- Application Status
- Distribution of Selected Publications
- Duplicate SARs or Address and School Changes (Student only): 319/337-5665
- NSLDS Borrower Tracking Questions
- Student Financial Aid Program Questions

FISAP Technical Support

877/801-7168

Fax: 301/565-0613

Working hours are 8 a.m. - 5:00 p.m. (ET), Monday through Friday

- FISAP Edit File
- FISAP Replacement Year-to-Date File
- FISAP Prior Year File
- FISAP Acknowledgement

Grant Administration and Payment System (GAPS)

888/336-8930

Web site address: gapsweb.ed.gov

Working hours are 8 a.m. – 8 p.m. (ET), Monday through Friday

National Student Loan Data System (NSLDS) 800/999-8219

Web site address for FAA Professionals (Restricted System–Authorized Personnel Only):
www.nsldsfap.ed.gov

Working hours are 7 a.m. – 7 p.m. (CT), Monday through Friday

- NSLDS Batch Status
- Online NSLDS
- Perkins Data
- Rejected NSLDS Records
- SSCR Assistance

SFA Customer Service Call Center (CSCC) 800/4ED-SFAP *Formerly SFA Customer Support Inquiry Center* **or 800/433-7327**

E-mail: SFA_Customer_Support@ed.gov

Fax: 202/260-4199

Working hours are 9 a.m. - 5 p.m. (ET), Monday through Friday

- Application Processing Questions
- Help with Contacting Other Staff in the U.S. Department of Education
- Title IV Policy Questions