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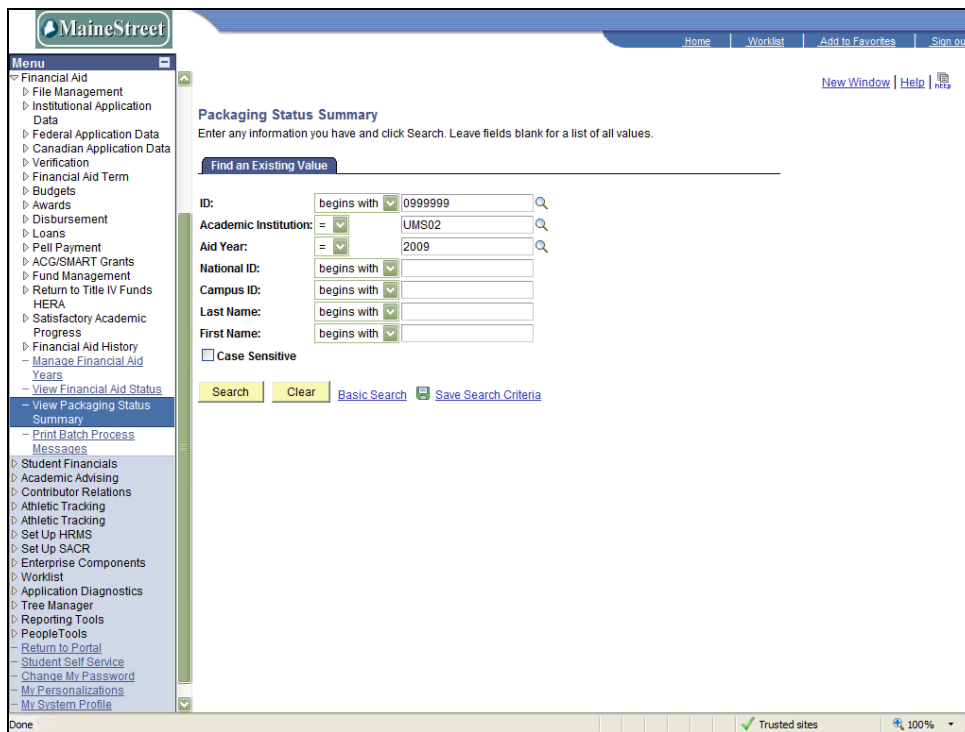
SAP Communications

Concept

When SAP is evaluated for a single student or in batch for a set of students, certain 3C events may be associated with those students, depending on the Institution's SAP set up. When the SAP Communications process is run, followed by the 3C Engine, the communications, checklists and comments set up for the SAP events will be assigned to the selected students. The communications can then be generated in the standard way, using Lettergen.

Procedure

Step	Action
1.	<p>When SAP is evaluated for a student, whether online or in batch, the SAP status appears on the Packaging Status Summary page.</p> <p>Navigate to Packaging Status Summary: Financial Aid > View Packaging Status Summary.</p>

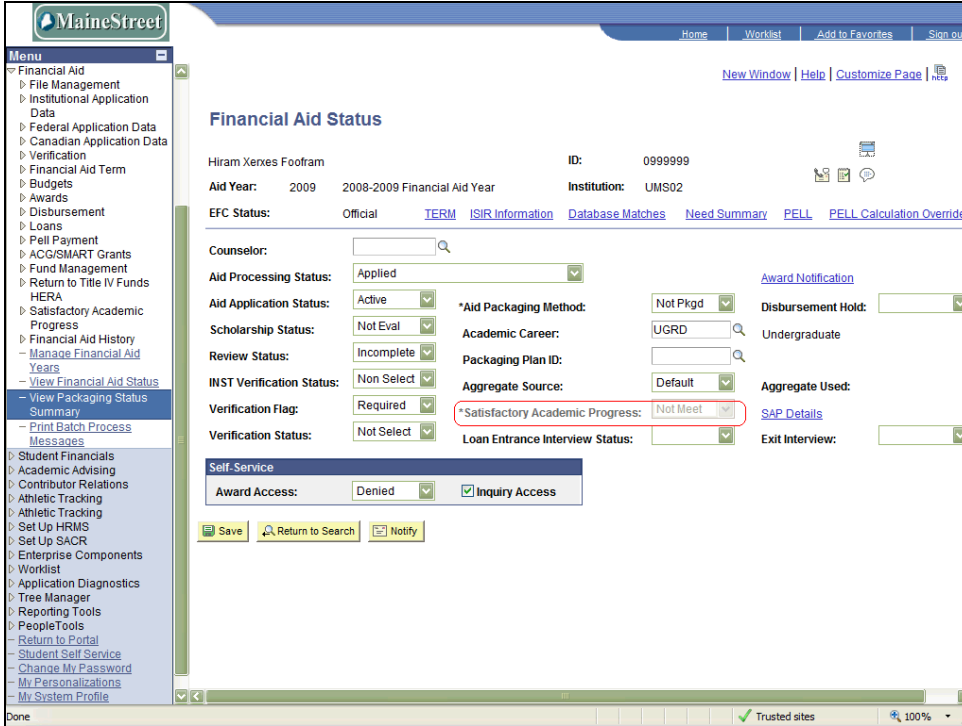


The screenshot shows the 'MaineStreet' web application interface. On the left is a navigation menu with categories like 'Financial Aid', 'Student Financials', and 'Academic Advising'. The 'View Packaging Status Summary' option is highlighted. The main content area is titled 'Packaging Status Summary' and contains a search form with the following fields:

- ID:** begins with [dropdown] 0999999 [search icon]
- Academic Institution:** = [dropdown] UMS02 [search icon]
- Aid Year:** = [dropdown] 2009 [search icon]
- National ID:** begins with [dropdown]
- Campus ID:** begins with [dropdown]
- Last Name:** begins with [dropdown]
- First Name:** begins with [dropdown]

Below the search fields is a 'Case Sensitive' checkbox and a 'Search' button. There are also links for 'Clear', 'Basic Search', and 'Save Search Criteria'. The browser's address bar shows 'Trusted sites' and a zoom level of 100%.

Step	Action
2.	<p>Enter search criteria to identify a student at your Institution. Click the Search button.</p> <p><input type="button" value="Search"/></p>



MaineStreet Home | Worklist | Add to Favorites | Sign out

Financial Aid Status

Hiram Xerxes Footram ID: 0999999

Aid Year: 2009 2008-2009 Financial Aid Year Institution: UMS02

EFC Status: Official **TERM** [ISIR Information](#) [Database Matches](#) [Need Summary](#) [PELL](#) [PELL Calculation Override](#)

Counselor:

Aid Processing Status: **Applied** [Award Notification](#)

Aid Application Status: **Active** *Aid Packaging Method: **Not Pkgd** Disbursement Hold:

Scholarship Status: **Not Eval** Academic Career: **UGRD** Undergraduate

Review Status: **Incomplete** Packaging Plan ID:

INST Verification Status: **Non Select** Aggregate Source: **Default** Aggregate Used:

Verification Flag: **Required** *Satisfactory Academic Progress: **Not Meet** [SAP Details](#)

Verification Status: **Not Select** Loan Entrance Interview Status: Exit Interview:

Self-Service

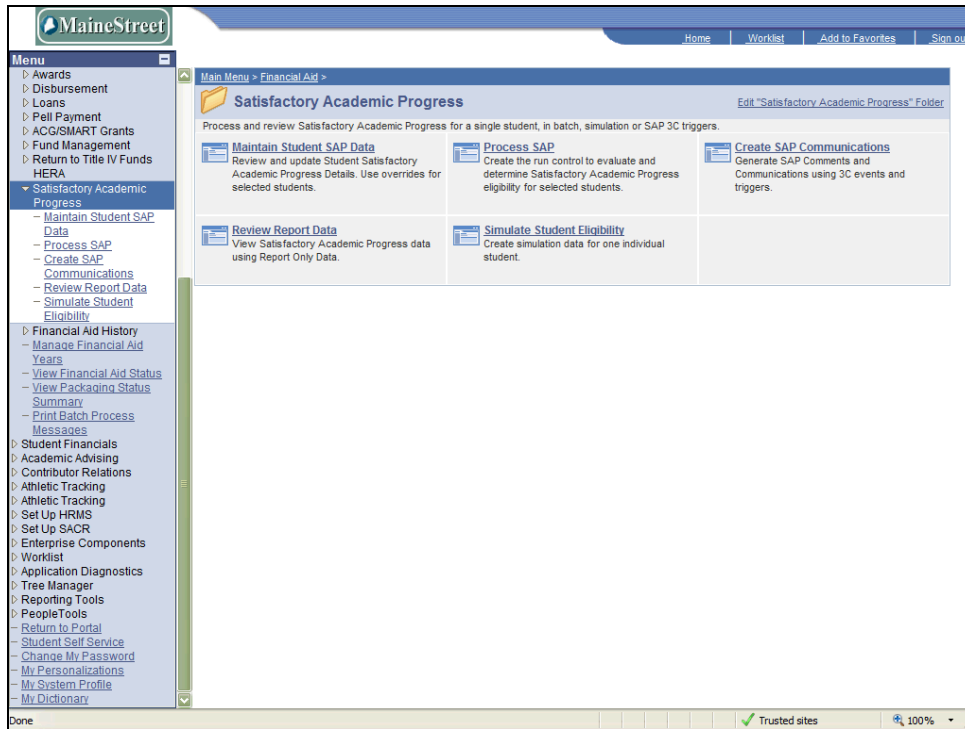
Award Access: **Denied** Inquiry Access

[Save](#) [Return to Search](#) [Notify](#)

Step	Action
3.	The student in this example has failed SAP. Click the Satisfactory Academic Progress link in the menu. <div style="border: 1px solid black; padding: 2px; display: inline-block;"> ▶ Satisfactory Academic Progress </div>

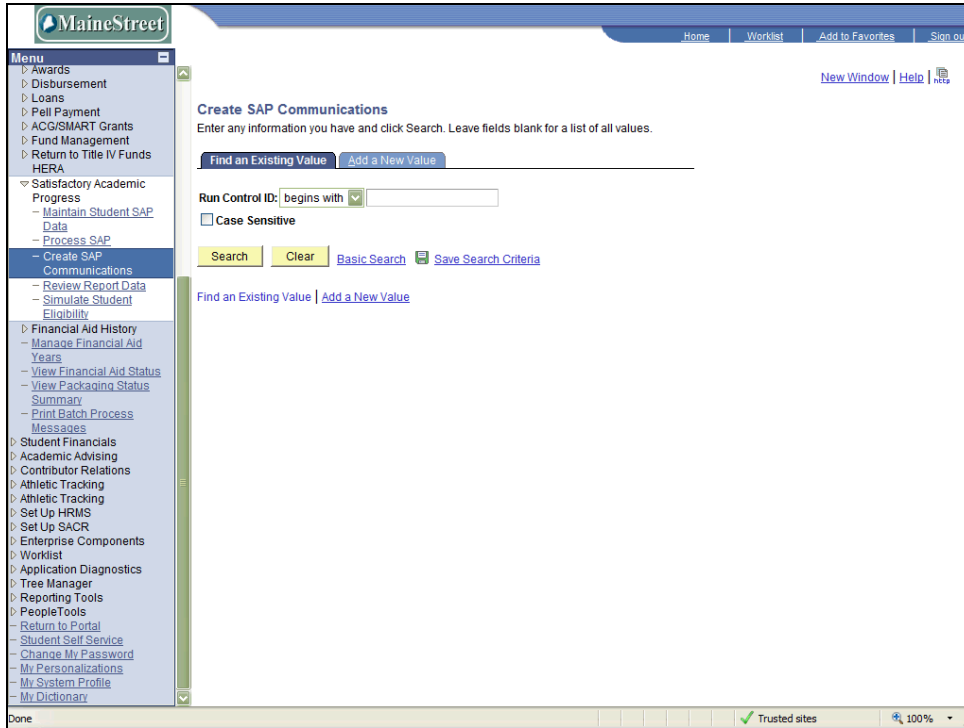
Process Document

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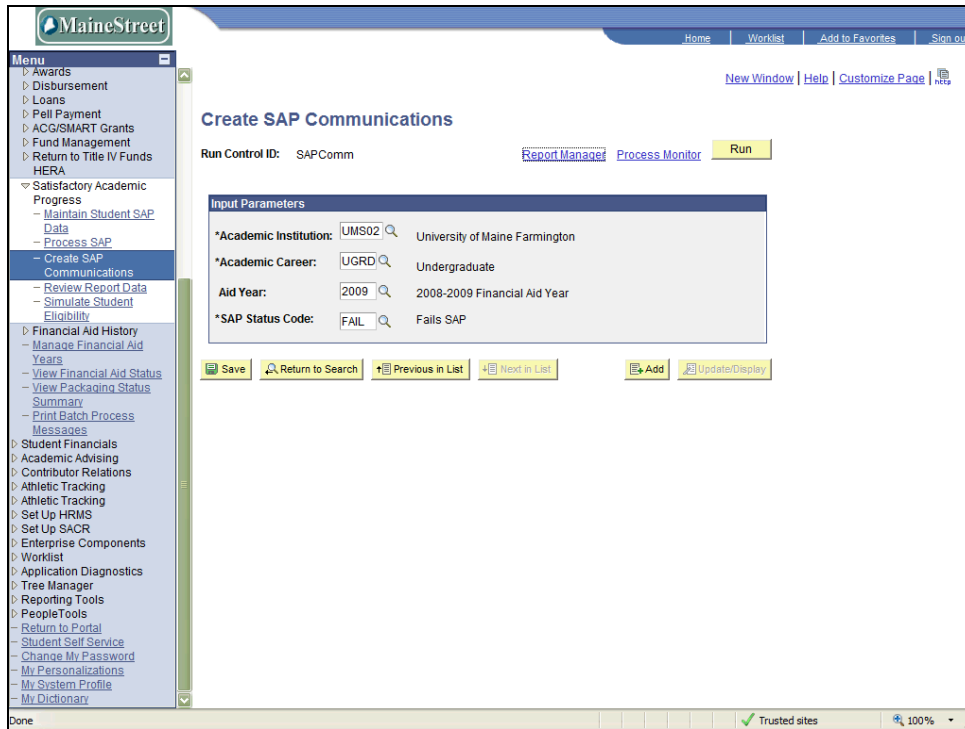
The screenshot displays the 'MaineStreet' web application. On the left is a 'Menu' sidebar with categories like 'Awards', 'Disbursement', 'Loans', 'Pell Payment', 'ACGSMART Grants', 'Fund Management', 'Return to Title IV Funds', 'HERA', 'Satisfactory Academic Progress', 'Financial Aid History', 'Student Financials', 'Academic Advising', 'Contributor Relations', 'Athletic Tracking', 'Set Up HRMS', 'Set Up SACR', 'Enterprise Components', 'Worklist', 'Application Diagnostics', 'Tree Manager', 'Reporting Tools', and 'People Tools'. The 'Satisfactory Academic Progress' menu item is expanded. The main content area is titled 'Satisfactory Academic Progress' and includes a description: 'Process and review Satisfactory Academic Progress for a single student, in batch, simulation or SAP 3C triggers.' Below this are five links: 'Maintain Student SAP Data' (Review and update Student Satisfactory Academic Progress Details...), 'Process SAP' (Create the run control to evaluate and determine Satisfactory Academic Progress eligibility...), 'Create SAP Communications' (Generate SAP Comments and Communications using 3C events and triggers...), 'Review Report Data' (View Satisfactory Academic Progress data using Report Only Data...), and 'Simulate Student Eligibility' (Create simulation data for one individual student...).

Step	Action
4.	Click the Create SAP Communications link.

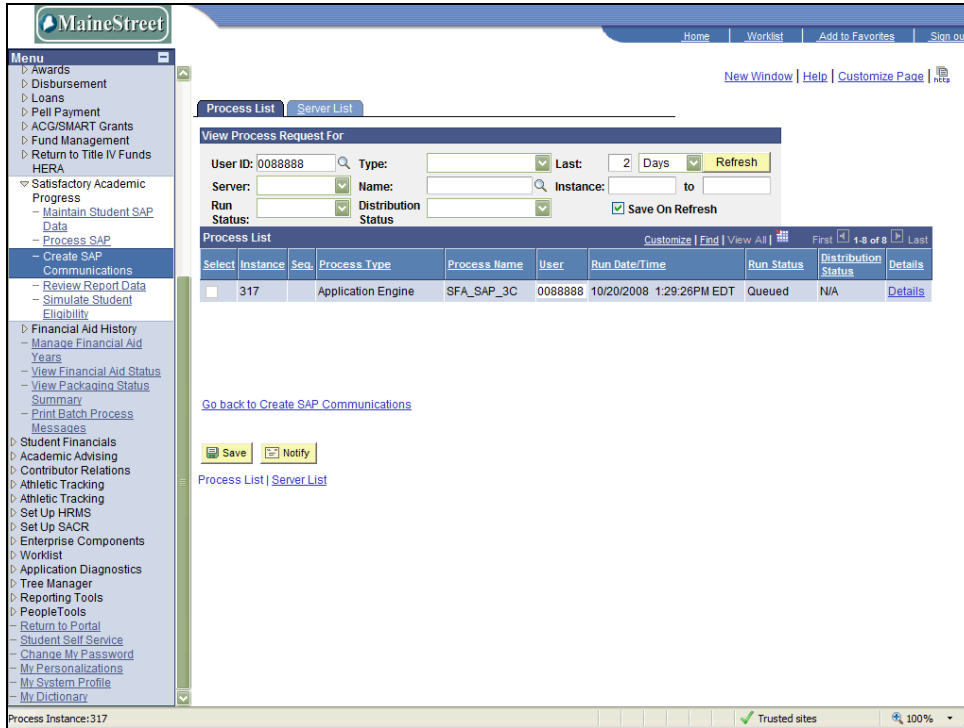


The screenshot shows the 'MaineStreet' web application interface. On the left is a vertical navigation menu with categories like 'Awards', 'Disbursement', 'Loans', 'Pell Payment', 'ACG/SMART Grants', 'Fund Management', 'Return to Title IV Funds HERA', 'Satisfactory Academic Progress', 'Financial Aid History', 'Student Financials', 'Academic Advising', 'Contributor Relations', 'Athletic Tracking', 'Set Up HRMS', 'Set Up SACR', 'Enterprise Components', 'Worklist', 'Application Diagnostics', 'Tree Manager', 'Reporting Tools', 'PeopleTools', 'Return to Portal', 'Student Self Service', 'Change My Password', 'My Personalizations', 'My System Profile', and 'My Dictionary'. The main content area is titled 'Create SAP Communications' and contains the following text: 'Enter any information you have and click Search. Leave fields blank for a list of all values.' Below this are two tabs: 'Find an Existing Value' (selected) and 'Add a New Value'. A search input field is labeled 'Run Control ID: begins with' with a dropdown arrow. There is a 'Case Sensitive' checkbox. Below the input field are buttons for 'Search', 'Clear', and 'Basic Search', along with a 'Save Search Criteria' link. At the bottom of the main area, there are links for 'Find an Existing Value' and 'Add a New Value'. The browser's status bar at the bottom shows 'Done', 'Trusted sites', and '100%' zoom.

Step	Action
5.	The process requires a Run Control ID . Either select an existing Run Control ID or create a new one. To create a new ID, click the Add a New Value tab, enter a name for the Run Control ID and click the Add button.



Step	Action
6.	<p>On the Create SAP Communications page, enter the parameters for the process. Enter your Institution, the Career you want to process and the Aid Year. Select the SAP Code you want to process.</p> <p>Click the Run button. Click OK. Click the Process Monitor link.</p>

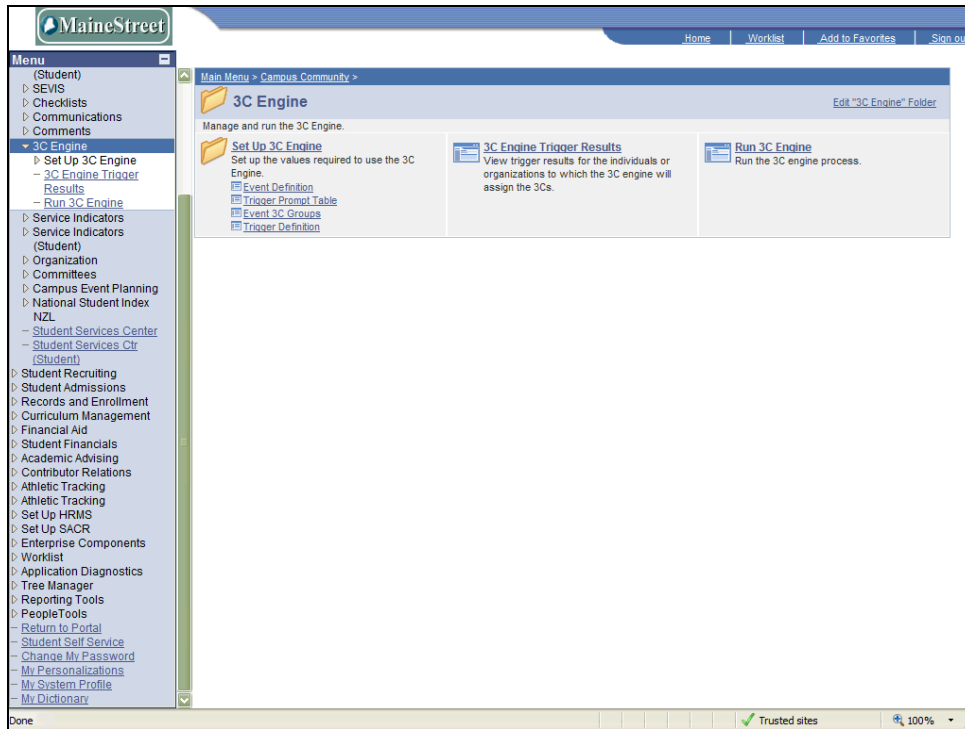


The screenshot shows the MaineStreet web application interface. On the left is a navigation menu with categories like Awards, Disbursement, Loans, and Financial Aid History. The main content area is titled 'Process List' and 'Server List'. It features a 'View Process Request For' form with fields for User ID (0088888), Type, Last (2 Days), Server, Name, Instance, Run Status, and Distribution Status. A 'Refresh' button is visible. Below the form is a table with the following data:

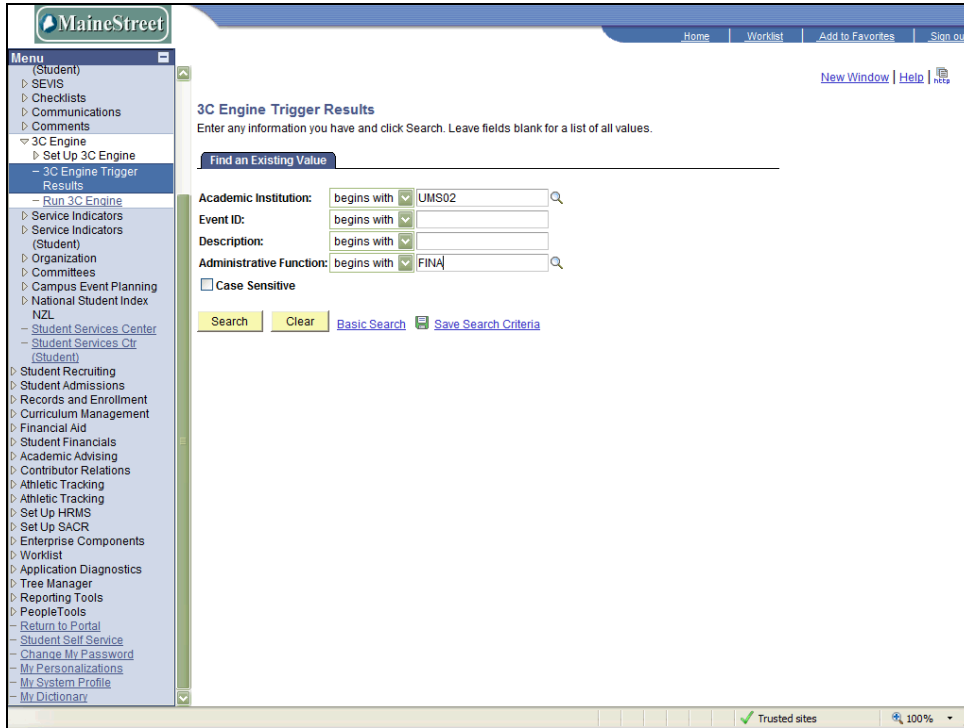
Select	Instance	Seq.	Process Type	Process Name	User	Run Date/Time	Run Status	Distribution Status	Details
<input type="checkbox"/>	317		Application Engine	SFA_SAP_3C	0088888	10/20/2008 1:29:26PM EDT	Queued	N/A	Details

Below the table, there is a link 'Go back to Create SAP Communications', 'Save' and 'Notify' buttons, and another 'Process List | Server List' link. The status bar at the bottom indicates 'Process Instance: 317' and 'Trusted sites'.

Step	Action
7.	Click Refresh from time to time until the Run Status is <i>Success</i> and the Distribution Status is <i>Posted</i> .
8.	The SAP Communications process has triggered the 3C assignments. The next step is to run the 3C Engine. Scroll up in the menu to Campus Community.
9.	Click the 3C Engine link. ▶ 3C Engine



Step	Action
10.	Look at the Trigger results to see which students have been selected. Click the 3C Engine Trigger Results link.



3C Engine Trigger Results
Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

Academic Institution: begins with UMS02

Event ID: begins with

Description: begins with

Administrative Function: begins with FINA

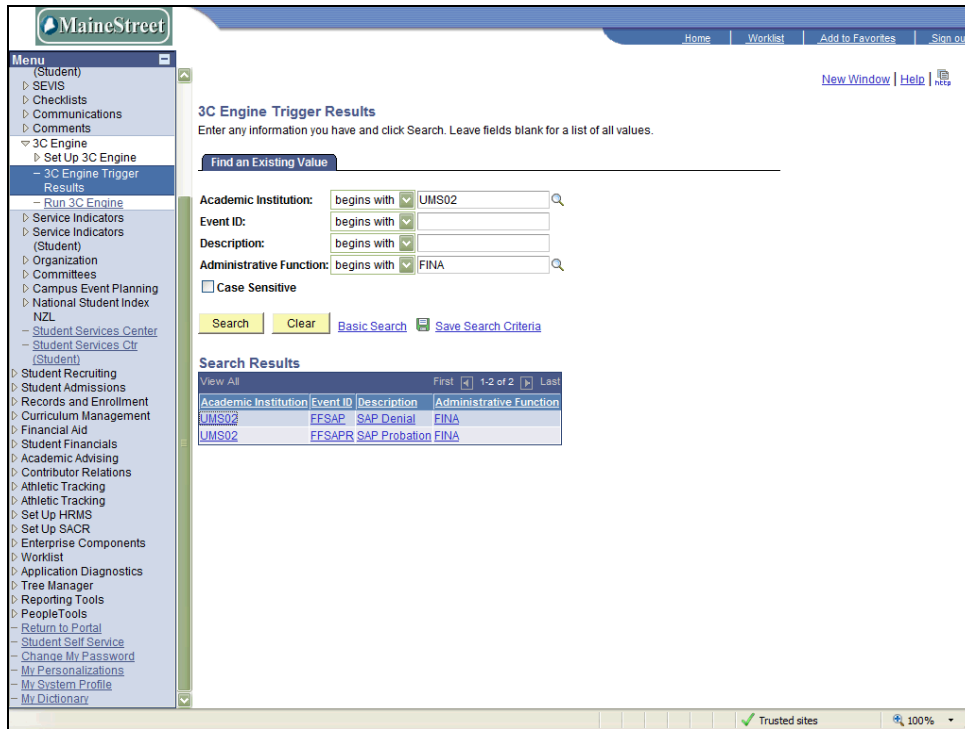
Case Sensitive

Search Clear Basic Search Save Search Criteria

Step	Action
11.	Enter search criteria. Click the Search button. <div style="border: 1px solid black; padding: 2px; display: inline-block; margin-top: 5px;">Search</div>

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3C Engine Trigger Results
Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#)

Academic Institution: begins with UMS02

Event ID: begins with

Description: begins with

Administrative Function: begins with FINA

Case Sensitive

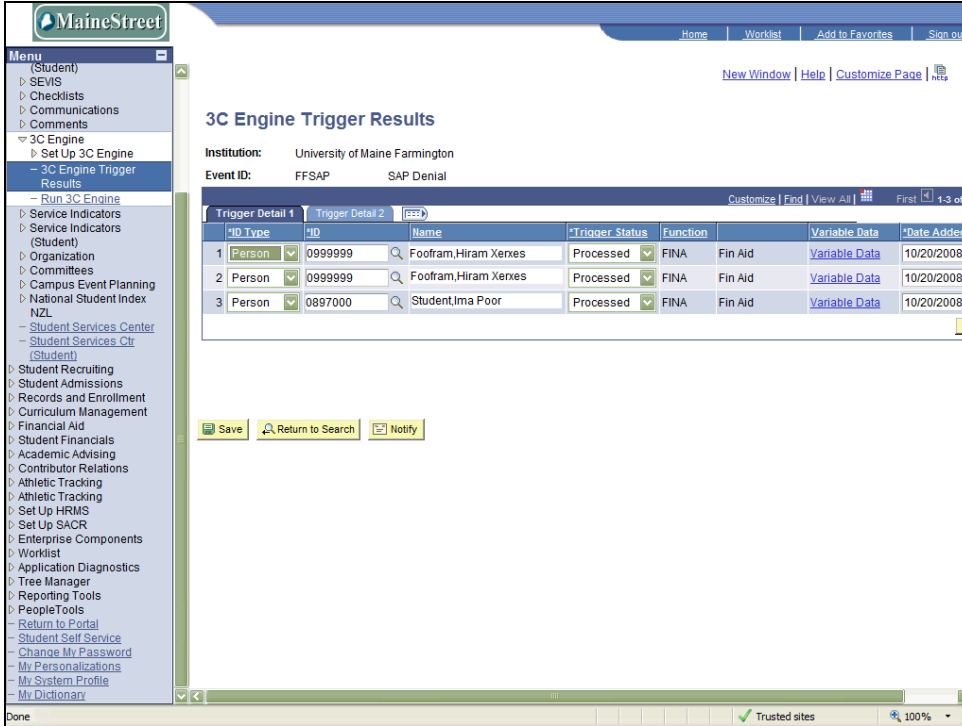
[Search](#) [Clear](#) [Basic Search](#) [Save Search Criteria](#)

Search Results

View All First 1-2 of 2 Last

Academic Institution	Event ID	Description	Administrative Function
UMS02	EFSAP	SAP Denial	FINA
UMS02	EFSAPR	SAP Probation	FINA

Step	Action
12.	Select an Event from the search results.



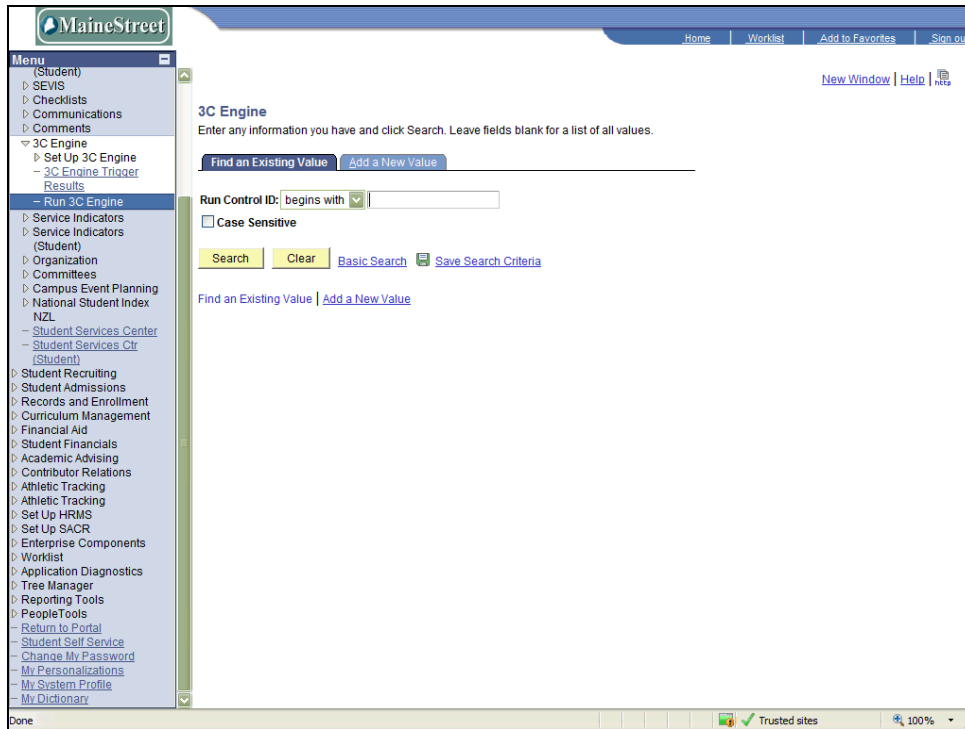
3C Engine Trigger Results

Institution: University of Maine Farmington
Event ID: FFSAP SAP Denial

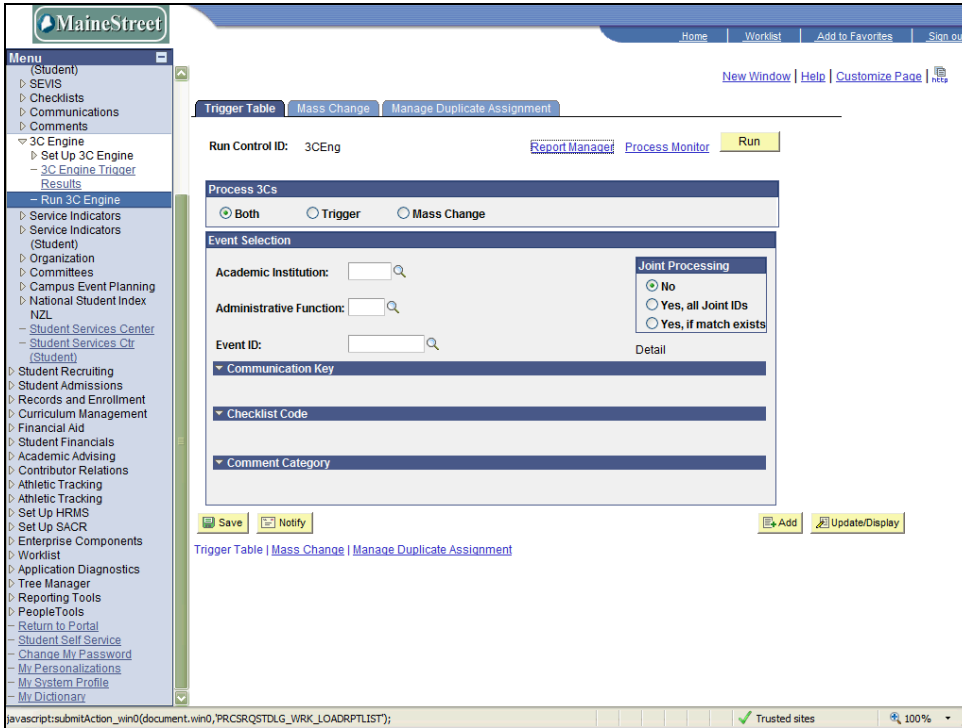
ID Type	ID	Name	Trigger Status	Function	Variable Data	Date Added
Person	0999999	Foofram,Hiram Xerxes	Processed	FINA	Fin Aid	10/20/2008
Person	0999999	Foofram,Hiram Xerxes	Processed	FINA	Fin Aid	10/20/2008
Person	0897000	Student,Ima Poor	Processed	FINA	Fin Aid	10/20/2008

Buttons: Save, Return to Search, Notify

Step	Action
13.	<p>The resulting list shows the students who will be assigned SAP communications. Click the Run 3C Engine link in the menu.</p> <p>- Run 3C Engine</p>

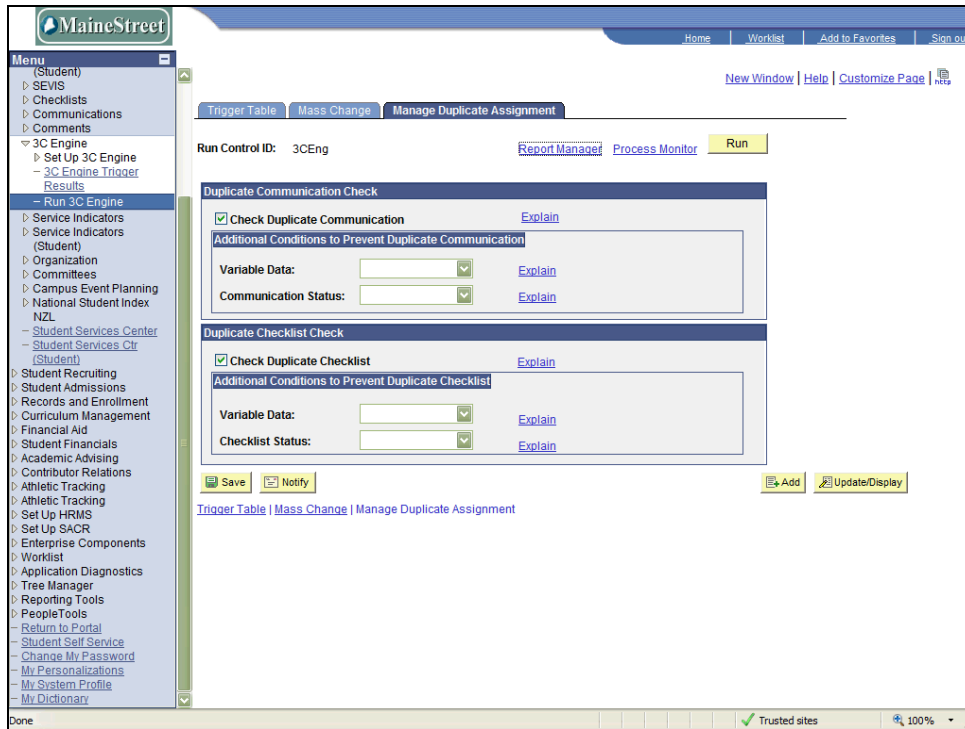


Step	Action
14.	Enter an existing Run Control ID or create a new one for the 3C Engine process.

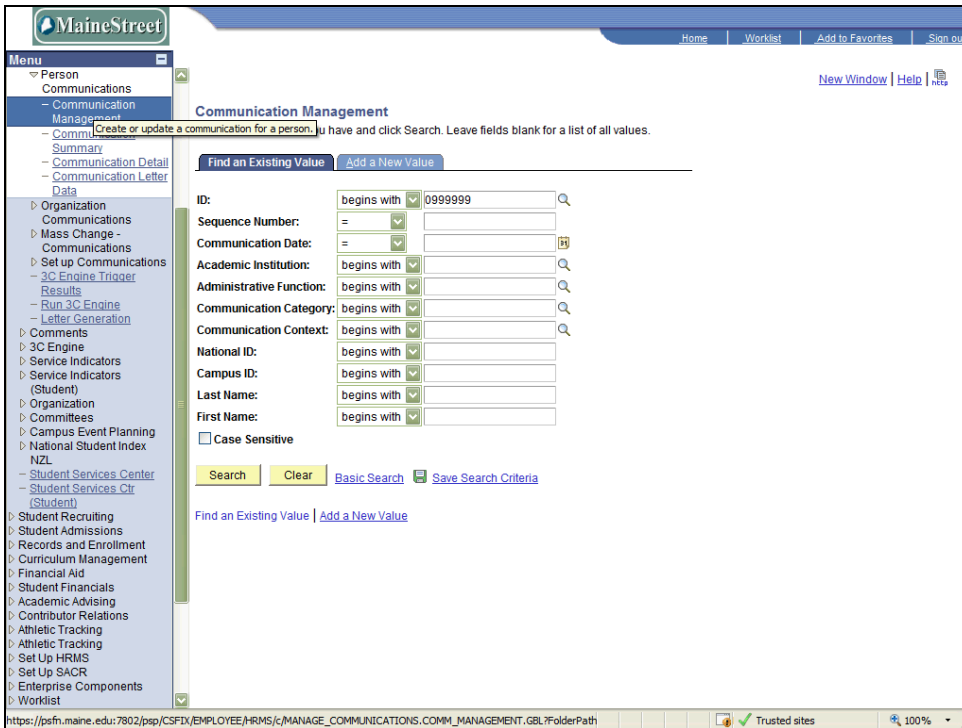


The screenshot shows the 'MaineStreet' interface for configuring the '3C Engine' process. The 'Run Control ID' is '3CEng'. The 'Process 3Cs' section has three radio buttons: 'Both' (selected), 'Trigger', and 'Mass Change'. The 'Event Selection' section includes search fields for 'Academic Institution', 'Administrative Function', and 'Event ID'. A 'Joint Processing' dropdown menu is set to 'No', with other options being 'Yes, all Joint IDs' and 'Yes, if match exists'. There are 'Save', 'Notify', 'Add', and 'Update/Display' buttons at the bottom of the form.

Step	Action
15.	<p>Enter the parameters for the 3C Engine process. Fill in your Institution, the FINA Administrative Function and the Event ID.</p> <p>You are not using Mass Change here, so you can leave the "Both" radio button selected or select the "Trigger" button. Ignore the Mass Change tab.</p>
16.	<p>Click the Manage Duplicate Assignment tab.</p> <p>Manage Duplicate Assignment</p>



Step	Action
17.	<p>The duplicate checks are used to prevent the communication or checklist from being assigned a second time. You can use the Additional Conditions to specify conditions under which a duplicate is allowed. For example, Communication Status = Not Completed means that if the student already has the communication assigned, but it has not been run through Lettergen yet, no duplicate will be assigned. However, if the letter has been sent already, then a duplicate is allowed.</p> <p>Click the Run button. Click the OK button. Click the Process Monitor link.</p>
18.	<p>Click the Refresh button from time to time until the Run Status is <i>Success</i> and the Distribution Status is <i>Posted</i>.</p> <div style="border: 1px solid black; padding: 2px; display: inline-block;">Refresh</div>
19.	<p>To verify that the student was assigned the correct communication, navigate to Communication Management: Campus Community > Communications > Person Communications > Communication Management.</p>



Communication Management

Create or update a communication for a person. You have and click Search. Leave fields blank for a list of all values.

Find an Existing Value | Add a New Value

ID: begins with 0999999

Sequence Number: =

Communication Date: =

Academic Institution: begins with

Administrative Function: begins with

Communication Category: begins with

Communication Context: begins with

National ID: begins with

Campus ID: begins with

Last Name: begins with

First Name: begins with

Case Sensitive

Search Clear Basic Search Save Search Criteria

Find an Existing Value | Add a New Value

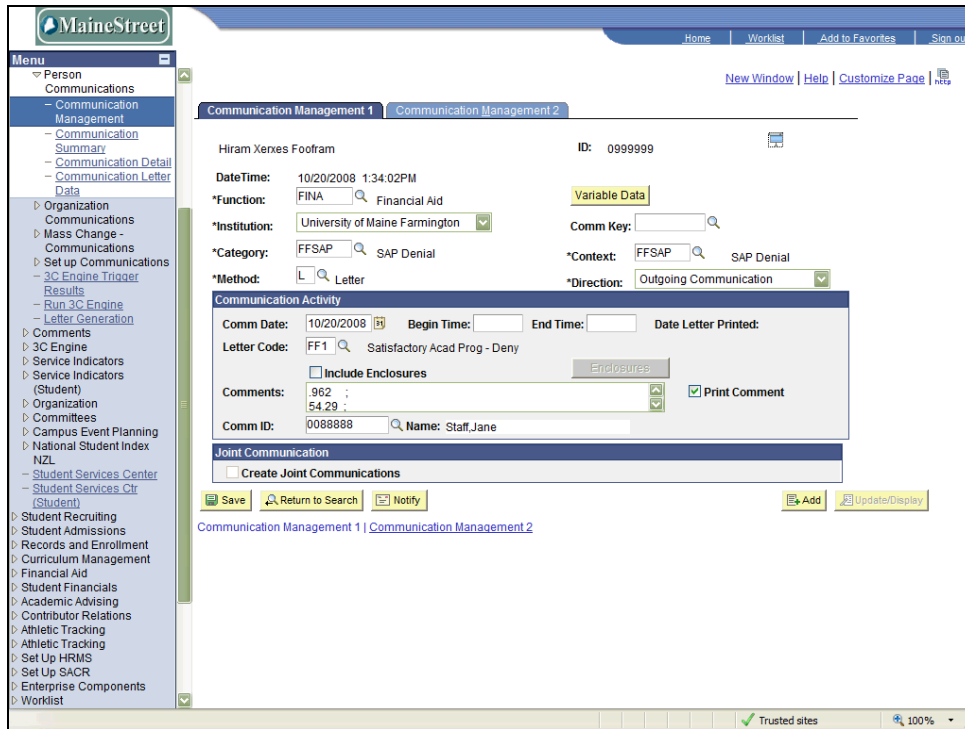
https://psfn.maine.edu:7802/psp/CSFDX/EMPLOYEE/HRMS/c/MANAGE_COMMUNICATIONS.COMM_MANAGEMENT.GBL?FolderPath

Step	Action
20.	Enter search criteria to identify the student. Click the Search button.

Search

Process Document

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The screenshot shows the 'MaineStreet' application interface. On the left is a 'Menu' tree with categories like 'Person', 'Communications', 'Organization', and 'Worklist'. The main window displays 'Communication Management 1' and 'Communication Management 2' tabs. The primary record is for 'Hiram Xerxes Footram' with ID '0999999'. Key fields include:

- DateTime:** 10/20/2008 1:34:02PM
- *Function:** FINA Financial Aid
- *Institution:** University of Maine Farmington
- *Category:** FFSAP SAP Denial
- *Method:** Letter
- *Context:** FFSAP SAP Denial
- *Direction:** Outgoing Communication

 Below this is a 'Communication Activity' section with fields for 'Comm Date' (10/20/2008), 'Letter Code' (FF1 Satisfactory Acad Prog - Deny), and 'Comments' (962, 54.29). There are buttons for 'Save', 'Return to Search', 'Notify', 'Add', and 'Update/Display'. At the bottom, it shows 'Communication Management 1 | Communication Management 2' and a browser status bar with 'Trusted sites' and '100%' zoom.

Step	Action
21.	<p>The student in this example has been correctly assigned the FF1 SAP Denial letter.</p> <p>To print the letter, staff will run Lettergen (refer to the Lettergen documentation) and perform a mail merge.</p>
22.	End of Procedure.