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## **Setting up Servicers and Guarantors**

### **Concept**

For each new lender you must enter the servicer and guaranty agency associated with the lender. If the guarantor or servicer is not in the database, you must set it up. This topic covers how to set up a servicer and a guarantor.

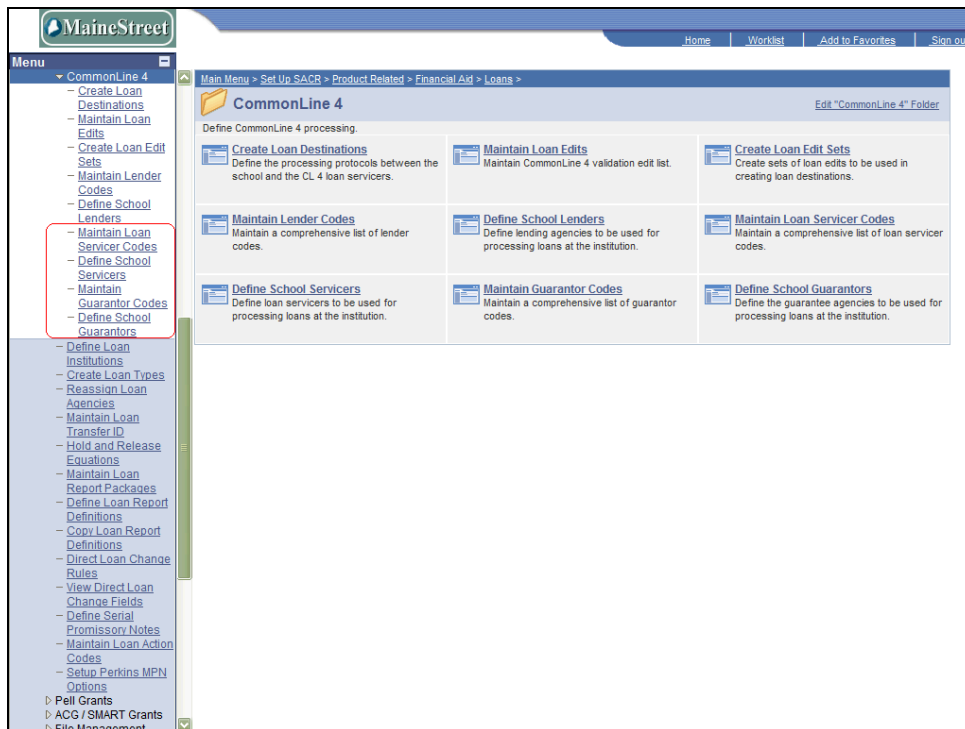
# Process Document

## Financial Aid: Setting up Servicers and Guarantors-090908

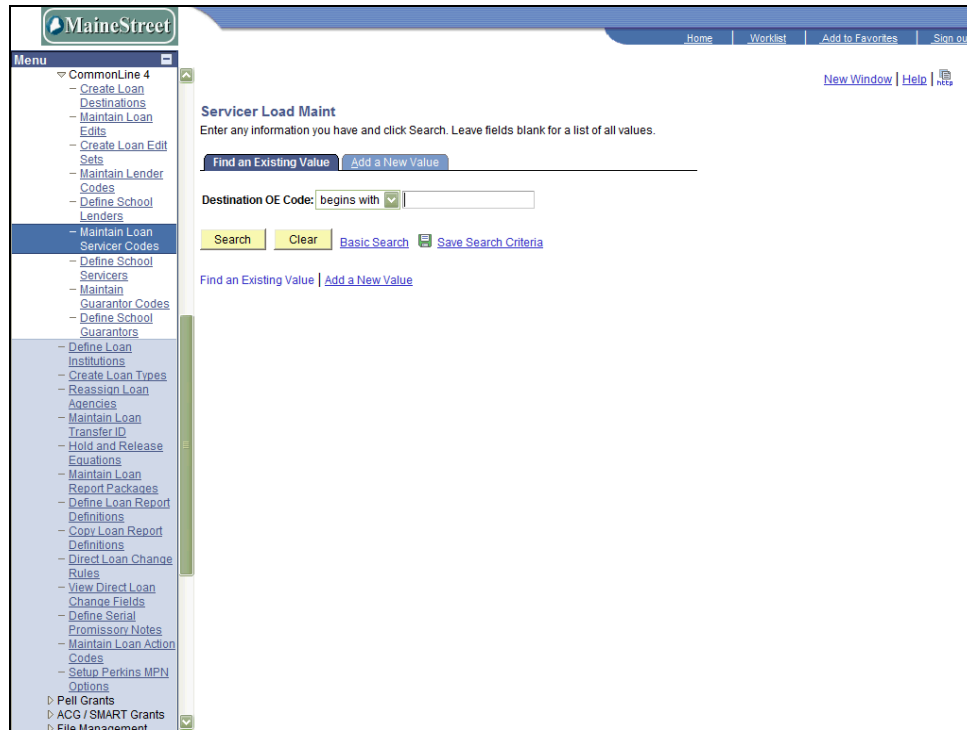


### Procedure

Step	Action
1.	Navigate: <b>Set Up SACR &gt; Product Related &gt; Financial Aid &gt; Loans &gt; CommonLine 4.</b>



Step	Action
2.	To set up a Servicer, visit the <b>Maintain Loan Servicer Codes</b> and the <b>Define School Services</b> components. For Guarantor setup, visit <b>Maintain Guarantor Codes</b> and <b>Define School Guarantors</b> .
3.	Click the <b>Maintain Loan Servicer Codes</b> link.



Step	Action
4.	<p>Use this component to view, update, or add servicer information for your institution. This page is the main repository of servicer information maintained by the institution.</p> <p>To view an existing servicer, or to see if the servicer is in the table, click the <b>Search</b> button.</p> <div data-bbox="370 1262 483 1295" style="border: 1px solid black; padding: 2px; display: inline-block;">Search</div>

# Process Document

## Financial Aid: Setting up Servicers and Guarantors-090908



MaineStreet

Home | Worklist | Add to Favorites | Sign out

New Window | Help | [Print Icon]

Menu

- CommonLine 4
  - Create Loan
  - Destinations
  - Maintain Loan
  - Edits
  - Create Loan Edit Sets
  - Maintain Lender Codes
  - Define School Lenders
  - Maintain Loan Servicer Codes
  - Define School Servicers
  - Maintain Guarantor Codes
  - Define School Guarantors
  - Define Loan Institutions
  - Create Loan Types
  - Reassign Loan Agencies
  - Maintain Loan Transfer ID
  - Hold and Release Equations
  - Maintain Loan Report Packages
  - Define Loan Report Definitions
  - Copy Loan Report Definitions
  - Direct Loan Change Rules
  - View Direct Loan Change Fields
  - Define Serial Promission Notes
  - Maintain Loan Action Codes
  - Setup Perkins MPN Options
  - Pell Grants
  - ACG / SMART Grants
  - File Management

### Servicer Load Maint

Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value | Add a New Value

Destination OE Code: begins with

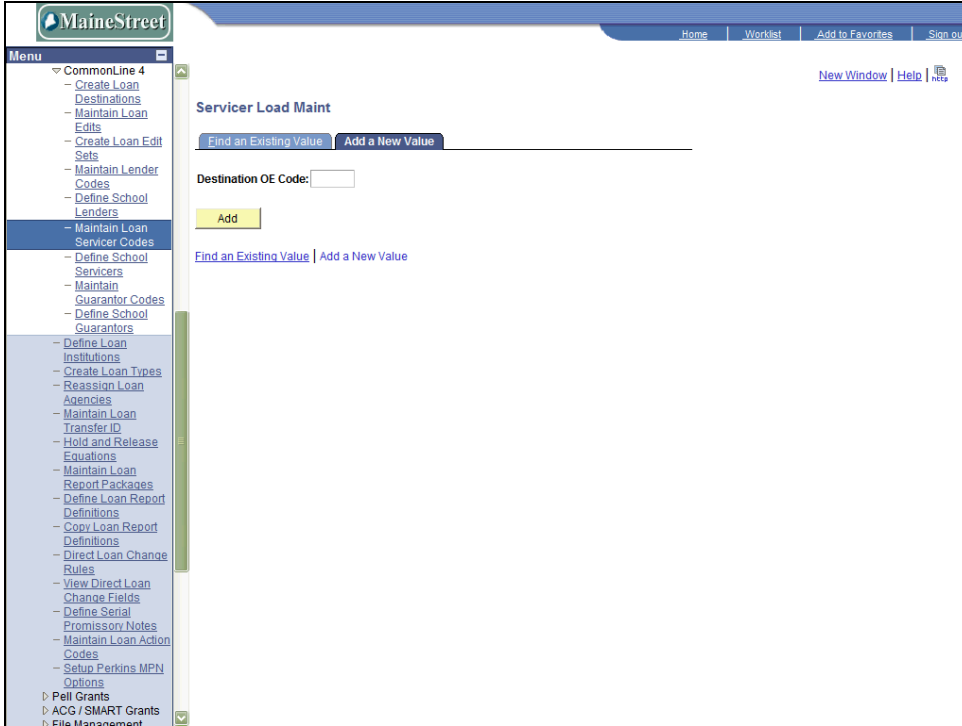
Search | Clear | Basic Search | Save Search Criteria

#### Search Results

View All | First | 1-84 of 84 | Last


Destination OE Code	Destination OE Branch	Description
000000	0000	Direct Loan Servicer
000003	0000	ELM Resources
700006	0000	AFSA (Acad Fin Serv Assoc)
700008	0000	Sallie Mae
700009	0000	Bank of North Dakota
700010	0000	Bank One Columbus
700014	0000	Brazos Higher Ed Authority
700018	0000	Citibank
700022	0000	College Finance Assist Corp
700023	0000	Colorado Student Loan Porm
700027	0000	COSTEP
700030	0000	NELNET
700037	0000	Education Loan Services
700038	0000	EASCI (Educ Assist Co)
700041	0000	NELNET (EFS)
700043	0000	USA Group Loan Services
700054	0000	FISC (Financial Inst Svc Corp)
700057	0000	GLHE (Great Lakes Higher Ed)
700072	0000	KHELSC (Kentucky Higher Ed St)
700077	0000	Sallie Mae
700081	0000	Missouri Higher Ed Loan Auth
700082	0000	Maine Ed Service
700085	0000	Massachusetts Higher Ed Assoc
700086	0000	Mitchell Sweet and Associates

Step	Action
5.	If the servicer is not in the table, you can add it. Click the <b>Add a New Value</b> tab. <a href="#">Add a New Value</a>



The screenshot shows the 'MaineStreet' web application interface. On the left is a 'Menu' sidebar with a tree view. The 'Maintain Loan Servicers' option is highlighted. The main content area is titled 'Servicer Load Maint' and contains the following elements:

- Buttons: 'Find an Existing Value' and 'Add a New Value' (disabled).
- Input field: 'Destination OE Code:' with an empty text box.
- Button: 'Add' (highlighted in yellow).
- Links: 'Find an Existing Value' and 'Add a New Value' (disabled).

Step	Action
6.	Enter the servicer's OE code.
7.	Click the <b>Add</b> button. 

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MaineStreet

Home | Worklist | Add to Favorites | Sign out

New Window | Help | Customize Page

### Servicer Load Maintenance

Destination OE Code	Branch	Description	Short Description
710000	0000	XYZ Loan Services	XYZ

**Address Information**

Country: USA United States

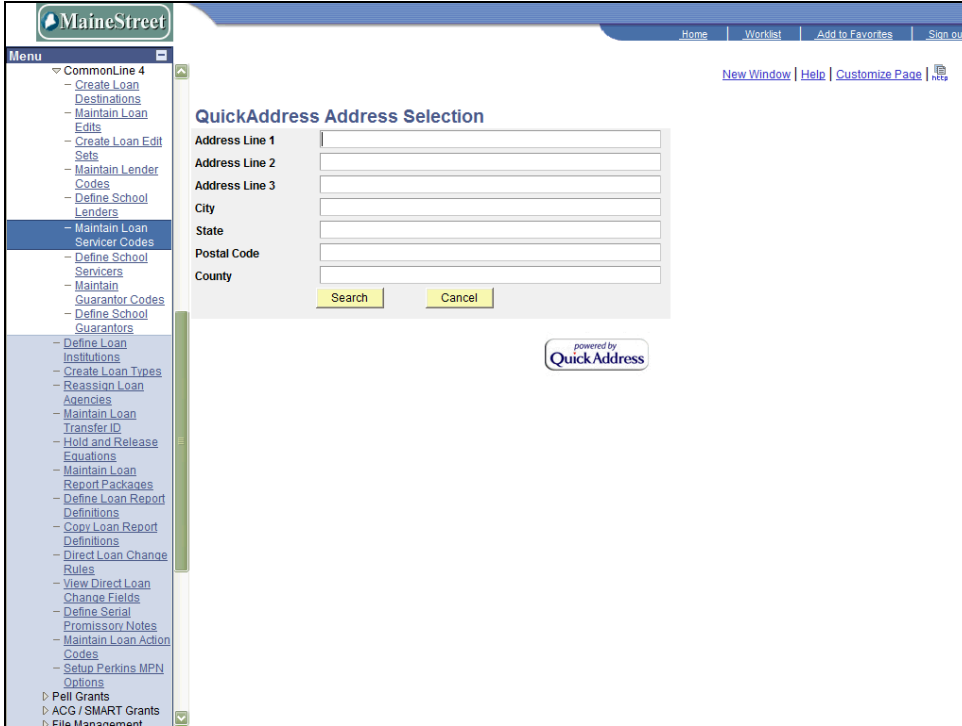
Address: [Edit Address](#)

Mailbox ID:  Lead Time:

\*Mailbox Type:

Save | Notify | Add | Update/Display

Step	Action
8.	Enter a <b>Description</b> and a <b>Short Description</b> .
9.	Use the <b>Edit Address</b> link to enter a postal address. <a href="#">Edit Address</a>

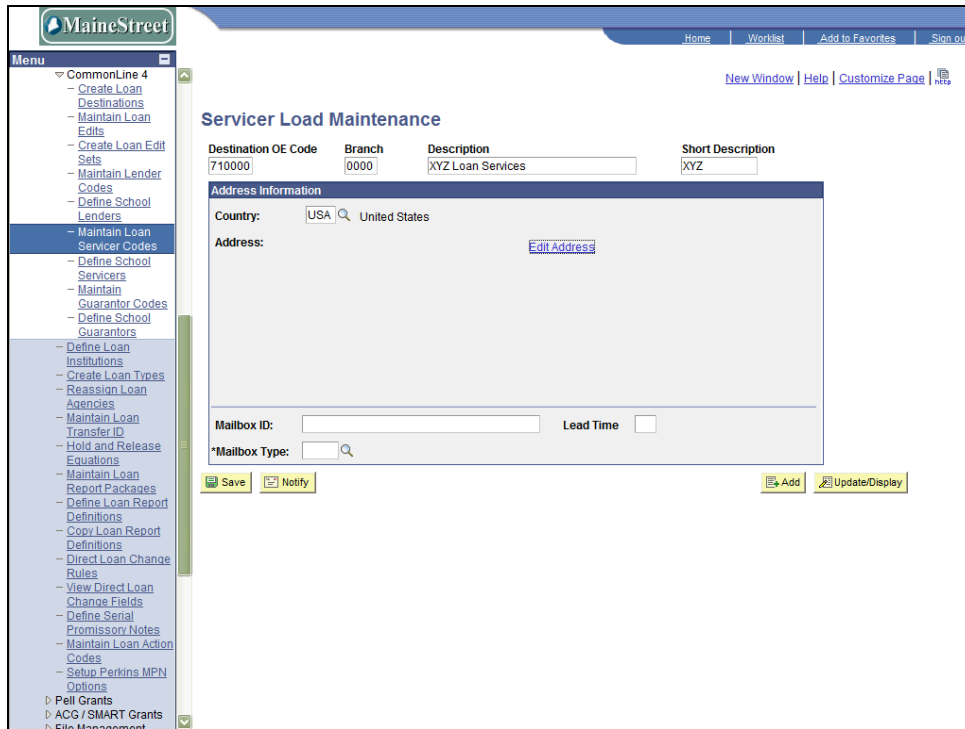


The screenshot shows the MaineStreet web application interface. On the left is a navigation menu with various options like 'CommonLine 4', 'Create Loan Destinations', 'Maintain Loan Edits', etc. The main content area is titled 'QuickAddress Address Selection' and contains several input fields: 'Address Line 1', 'Address Line 2', 'Address Line 3', 'City', 'State', 'Postal Code', and 'County'. Below these fields are 'Search' and 'Cancel' buttons. A 'powered by QuickAddress' logo is visible in the bottom right corner of the form area.

Step	Action
10.	Enter the address on this page and click <b>Search</b> . The Quick Address system will verify that the address is valid.

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**MaineStreet** Home | Worklist | Add to Favorites | Sign out

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### Servicer Load Maintenance

Destination OE Code	Branch	Description	Short Description
710000	0000	XYZ Loan Services	XYZ

**Address Information**

Country: USA United States

Address: [Edit Address](#)

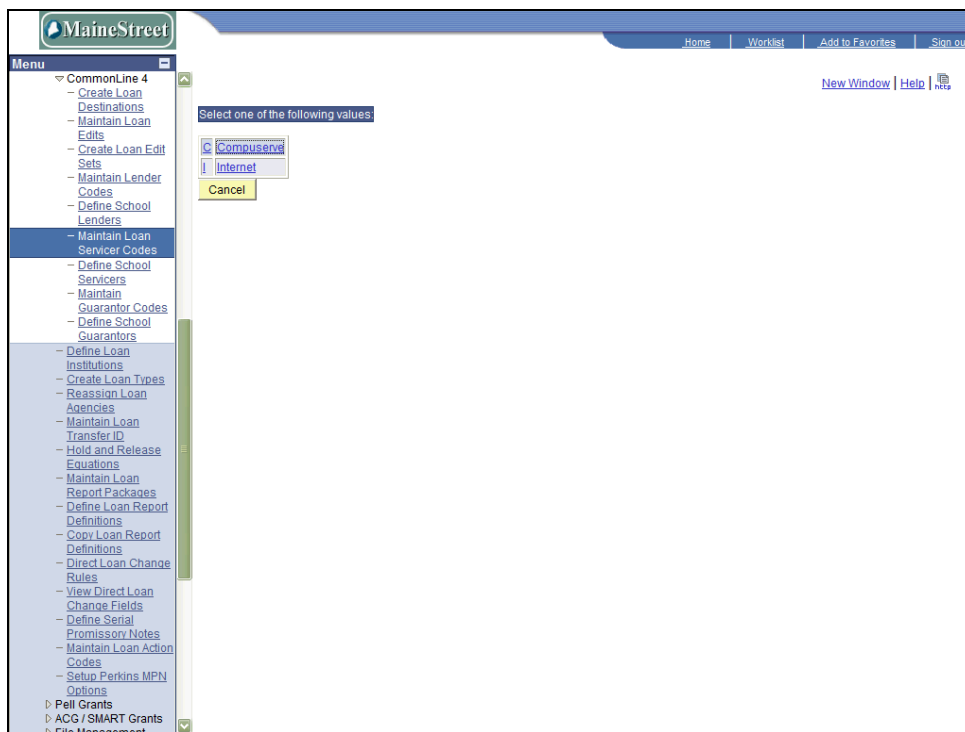
Mailbox ID:  Lead Time:

\*Mailbox Type:

Save | Notify | Add | Update/Display

Step	Action
11.	The Mailbox ID and Mailbox Type fields are used to enter an electronic address for the servicer. Click the <b>Look up Mailbox Type</b> button.

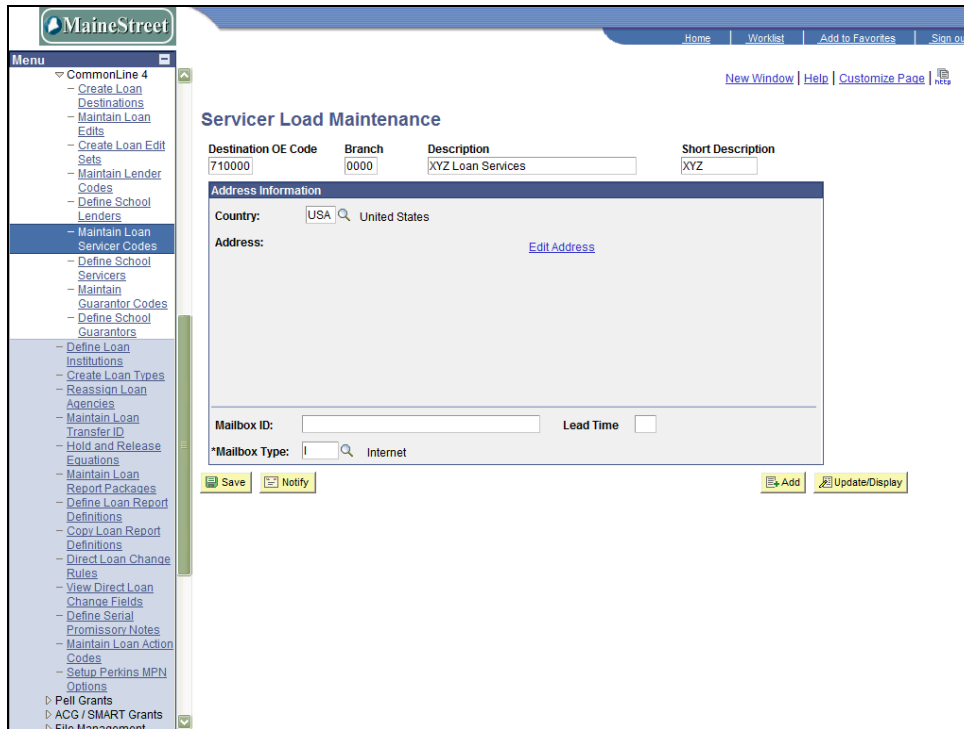





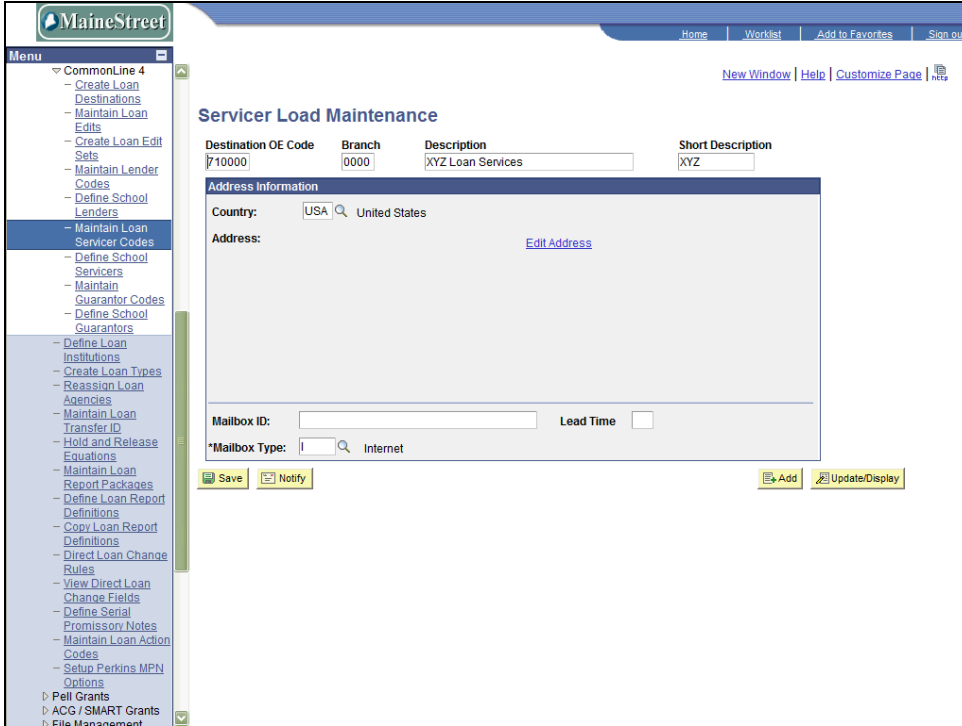
Step	Action
12.	Click the <b>Internet</b> link. <a href="#">Internet</a>

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## Financial Aid: Setting up Servicers and Guarantors-090908



Step	Action
13.	<p>In the <b>Lead Time</b> field you can enter the number of days prior to the first disbursement date that changes can still be made to the student's loan before the data is sent to the school. This is for information purposes only.</p> <p>Click the <b>Save</b> button.</p> 



The screenshot shows the 'Servicer Load Maintenance' page in the MaineStreet system. On the left is a navigation menu with 'Define School Servicers' highlighted. The main area contains a table with columns: Destination OE Code (710000), Branch (0000), Description (XYZ Loan Services), and Short Description (XYZ). Below the table is an 'Address Information' section with a 'Country' dropdown set to 'USA' and a search field for 'United States'. There is also an 'Address' field with an 'Edit Address' link. At the bottom of the form are fields for 'Mailbox ID', 'Mailbox Type' (set to 'Internet'), and 'Lead Time' (checkbox). Action buttons for 'Save', 'Notify', 'Add', and 'Update/Display' are located at the bottom right of the form area.

Step	Action
14.	<p>Use the <b>Define School Servicers</b> component to identify the servicers that your institution uses for processing loans and add new servicers.</p> <p>Click the <b>Define School Servicers</b> link.</p> <p><a href="#">Define School Servicers</a></p>

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## Financial Aid: Setting up Servicers and Guarantors-090908



**MaineStreet** Home | Worklist | Add to Favorites | Sign out

New Window | Help |

**Menu**

- CommonLine 4
  - Create Loan
  - Destinations
  - Maintain Loan
  - Edits
  - Create Loan Edit Sets
  - Maintain Lender Codes
  - Define School Lenders
  - Maintain Loan Servicer Codes
  - Define School Servicers
  - Maintain Guarantor Codes
  - Define School Guarantors
  - Define Loan Institutions
  - Create Loan Types
  - Reassign Loan Agencies
  - Maintain Loan Transfer ID
  - Hold and Release Equations
  - Maintain Loan Report Packages
  - Define Loan Report Definitions
  - Copy Loan Report Definitions
  - Direct Loan Change Rules
  - View Direct Loan Change Fields
  - Define Serial Promission Notes
  - Maintain Loan Action Codes
  - Setup Perkins MPN Options
  - ▷ Pell Grants
  - ▷ ACG / SMART Grants
  - ▷ File Management

**Loan Servicer Table**

Enter any information you have and click Search. Leave fields blank for a list of all values.

[Find an Existing Value](#) [Add a New Value](#)

Servicer ID: =

Destination OE Code: begins with

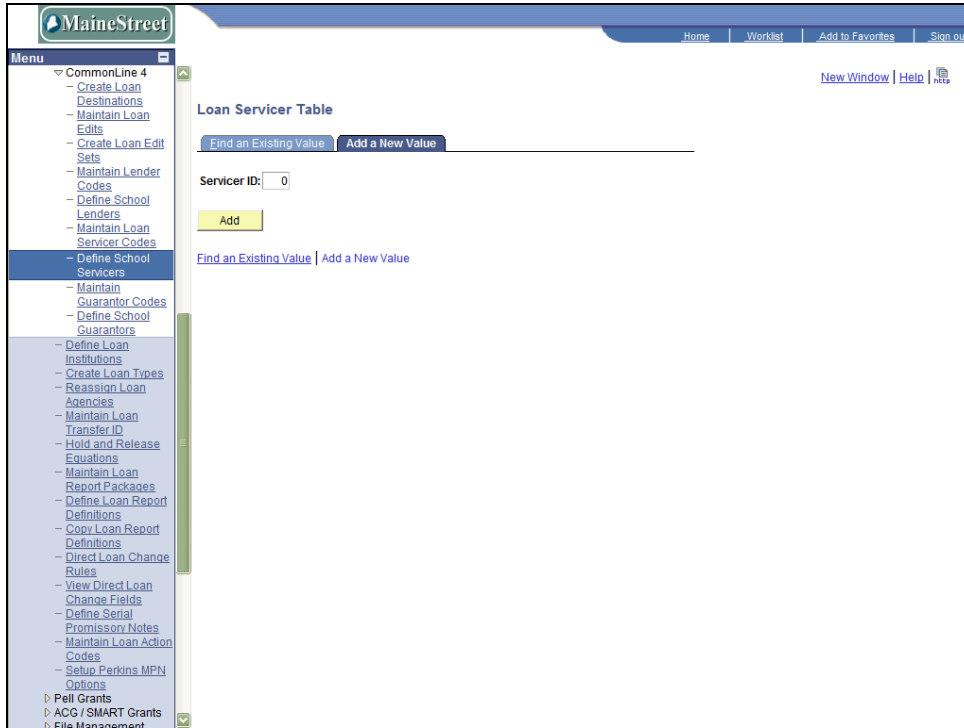
Description: begins with

Case Sensitive

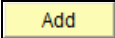
[Basic Search](#)

[Find an Existing Value](#) | [Add a New Value](#)

Step	Action
15.	To add a servicer, click the <b>Add a New Value</b> tab. <a href="#">Add a New Value</a>



The screenshot shows the 'MaineStreet' web application interface. On the left is a navigation menu with various options like 'CommonLine 4', 'Create Loan Destinations', 'Maintain Loan Edits', etc. The main content area is titled 'Loan Servicer Table'. It contains a 'Find an Existing Value' button, an 'Add a New Value' button, and a text input field for 'Servicer ID' with the value '0'. Below the input field is a yellow 'Add' button. At the bottom of the main area, there are links for 'Find an Existing Value' and 'Add a New Value'.

Step	Action
16.	<p>Leave the <b>Servicer ID</b> set to 0 (a new ID is created when you save the new servicer information).</p> <p>Click the <b>Add</b> button.</p> 

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## Financial Aid: Setting up Servicers and Guarantors-090908



MaineStreet

Home | Worklist | Add to Favorites | Sign out

New Window | Help | Customize Page

### Loan Servicer Table

Servicer ID	OE Cd	Branch	Description	Short Desc	Proc Lead Time	DUNS ID
0	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/> DAYS	<input type="text"/>

#### Address Information

Country:  United States

Address:  [Edit Address](#)

[Electronic Address](#)

#### Contact Information

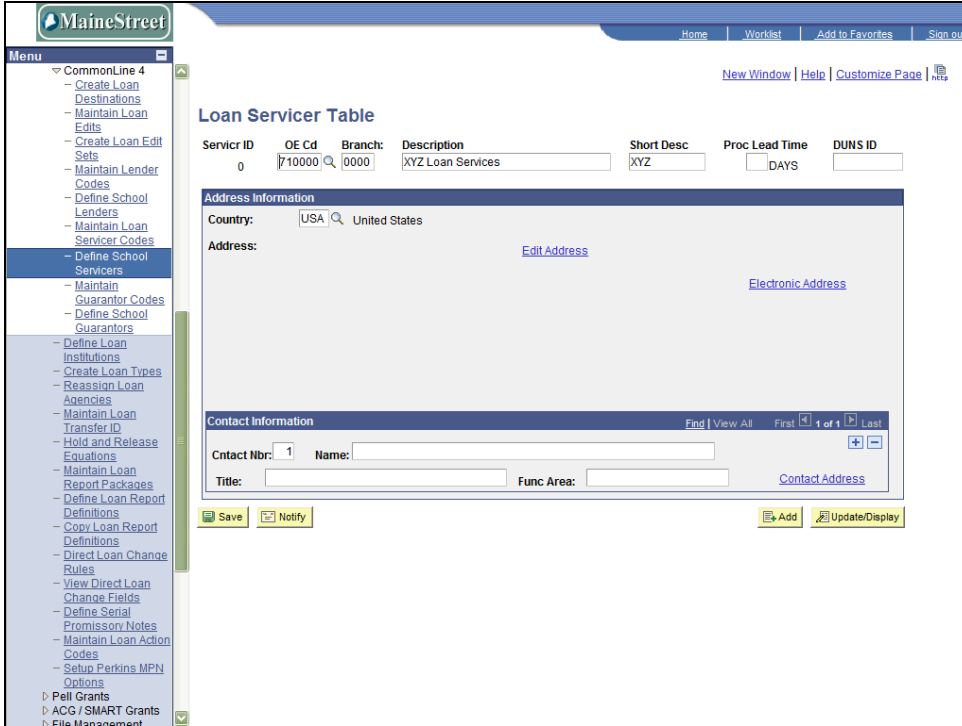
Find | View All | First | 1 of 1 | Last

Contact Nbr:  Name:

Title:  Func Area:  [Contact Address](#)

Save | Notify | Add | Update/Display

Step	Action
17.	Enter or look up the <b>OE code</b> for the servicer. If the servicer is present in the Servicer Load Maintenance Table, you can look it up.

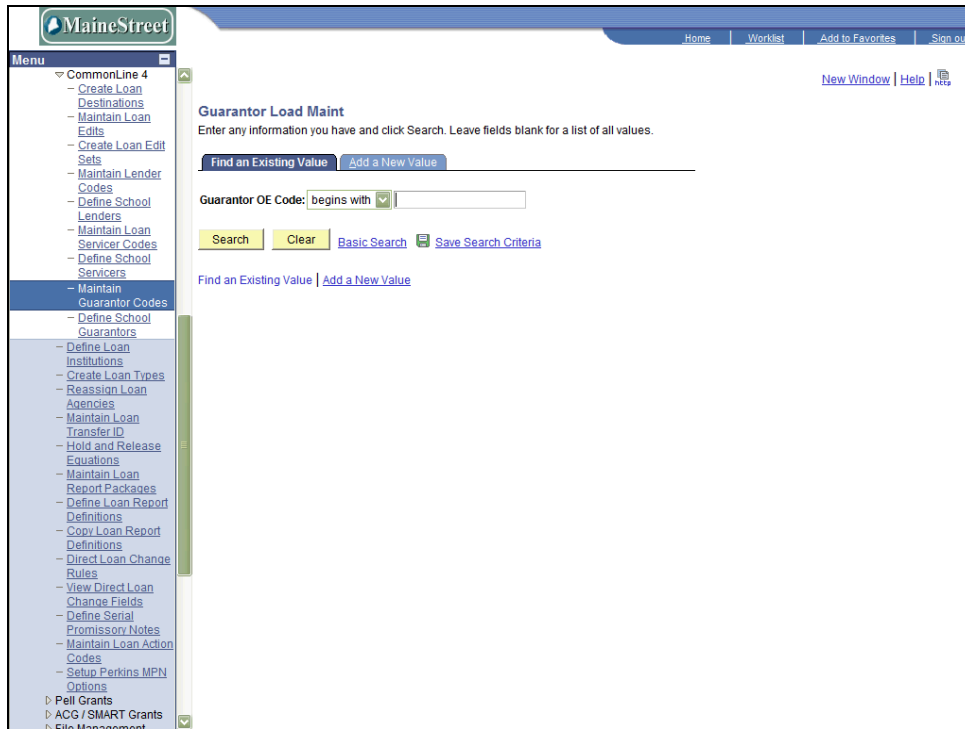


The screenshot displays the 'Loan Servicer Table' interface. At the top, there is a navigation bar with 'Home', 'Worklist', 'Add to Favorites', and 'Sign out'. Below this is a 'Menu' on the left side with various options like 'CommonLine 4', 'Create Loan Destinations', 'Maintain Loan Edits', etc. The main content area is titled 'Loan Servicer Table' and contains a table with columns: Servicer ID, OE Cd, Branch, Description, Short Desc, Proc Lead Time, and DUNS ID. Below the table are three sections: 'Address Information' with fields for Country (USA), Address, and Electronic Address; and 'Contact Information' with fields for Contact Nbr, Name, Title, and Func Area. At the bottom of the form are buttons for 'Save', 'Notify', 'Add', and 'Update/Display'.

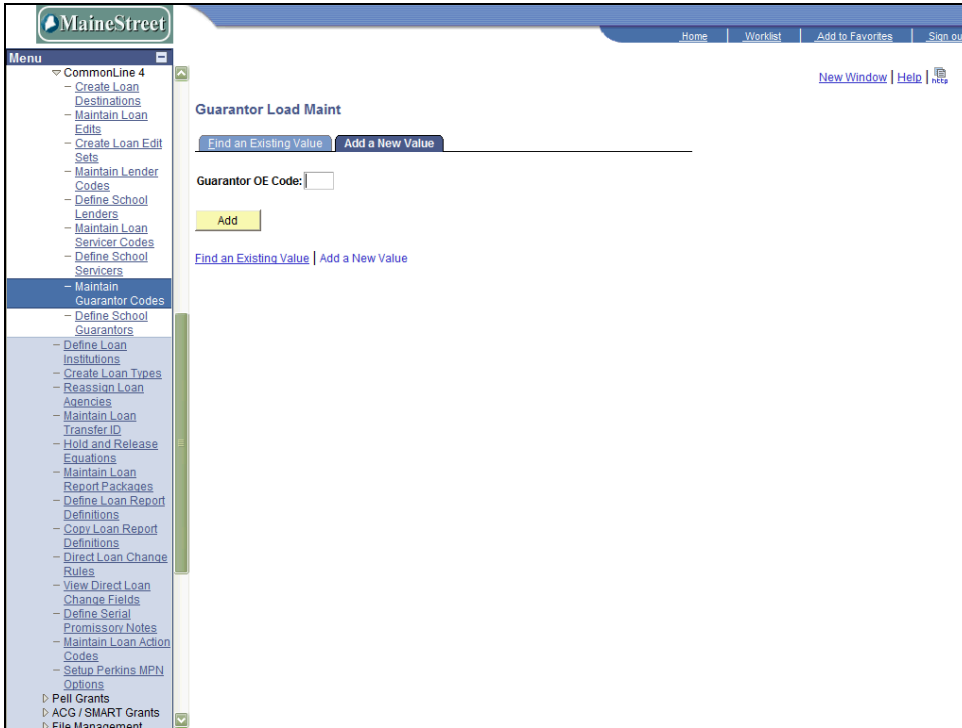
Step	Action
18.	<p>If the servicer is in the Servicer Load Maintenance table, the information (description, address, etc.) will be copied into this page. Otherwise, enter it here.</p> <p>Use the Contact Information area of the page to insert contact data used by your institution. If necessary, add a new row.</p> <p><b>Save</b> your work.</p>
19.	<p>To enter a new guarantor, click the <b>Maintain Guarantor Codes</b> link.</p> <p><a href="#">Maintain Guarantor Codes</a></p>

# Process Document

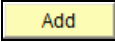
## Financial Aid: Setting up Servicers and Guarantors-090908



Step	Action
20.	As for servicers, you can search for an existing guarantor, and if it is not in the Guarantor Load Maintenance table, you can add it using the <b>Add a New Value</b> tab.



The screenshot shows the 'MaineStreet' web application interface. On the left is a vertical menu with various options, including 'Maintain Guarantor Codes' which is currently selected. The main window displays the 'Guarantor Load Maint' page. At the top of this page are two buttons: 'Find an Existing Value' and 'Add a New Value'. Below these is a text input field labeled 'Guarantor OE Code:'. Underneath the input field is a yellow 'Add' button. At the bottom of the page, there are two more links: 'Find an Existing Value' and 'Add a New Value'.

Step	Action
21.	Enter the guarantor's OE code.
22.	Click the <b>Add</b> button. 

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## Financial Aid: Setting up Servicers and Guarantors-090908



**MaineStreet** Home | [Worklist](#) | [Add to Favorites](#) | [Sign out](#)

[New Window](#) | [Help](#) | [Customize Page](#) |

**Menu**

- CommonLine 4
  - Create Loan
  - Destinations
  - Maintain Loan
  - Edits
  - Create Loan Edit Sets
  - Maintain Lender Codes
  - Define School Lenders
  - Maintain Loan Servicer Codes
  - Define School Servicers
  - Maintain Guarantor Codes
  - Define School Guarantors
  - Define Loan Institutions
  - Create Loan Types
  - Reassign Loan Agencies
  - Maintain Loan Transfer ID
  - Hold and Release Equations
  - Maintain Loan Report Packages
  - Define Loan Report Definitions
  - Copy Loan Report Definitions
  - Direct Loan Change Rules
  - View Direct Loan Change Fields
  - Define Serial Promission Notes
  - Maintain Loan Action Codes
  - Setup Perkins MPN Options
  - ▷ Pell Grants
  - ▷ ACG / SMART Grants
  - ▷ File Management

**Guarantor Load Maintenance**

Guarantor OE Code:  Description:  Short Description:

**Address Information**

Country:  United States

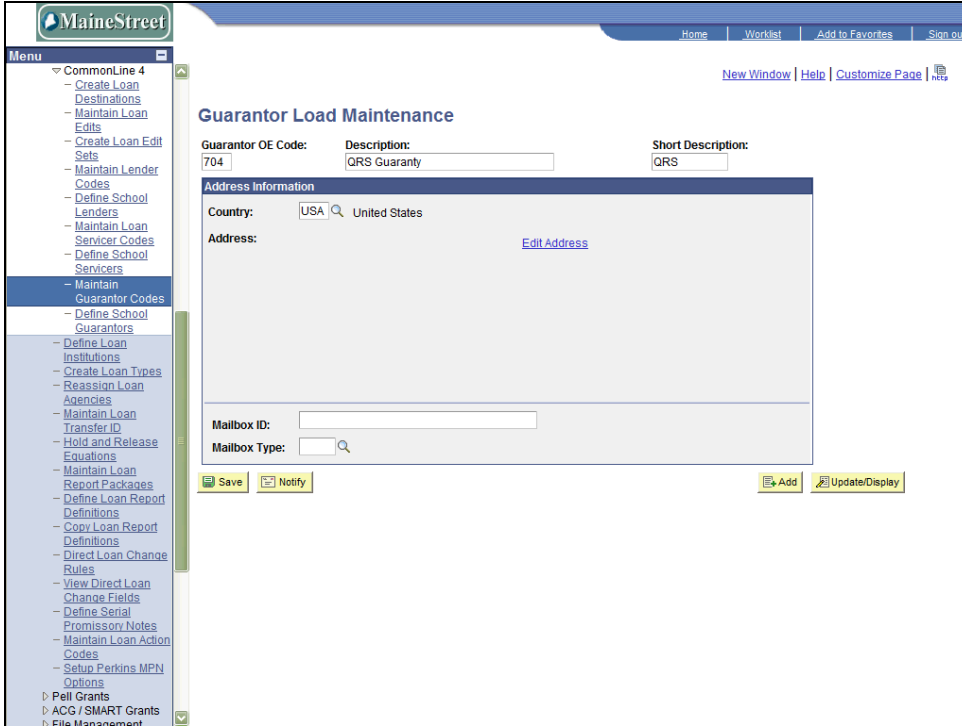
Address:  [Edit Address](#)

Mailbox ID:

Mailbox Type:

[Save](#) [Notify](#) [Add](#) [Update/Display](#)

Step	Action
23.	<p>Enter a Description and a Short Description. Use the Edit Address link to enter a postal address for the guarantor. Use the Mailbox ID and Mailbox Type fields to specify an electronic address for the guarantor.</p> <p>Click <b>Save</b> when you are done.</p>



**MaineStreet** Home | Worklist | Add to Favorites | Sign out

New Window | Help | Customize Page |

**Guarantor Load Maintenance**

Guarantor OE Code: 704    Description: QRS Guaranty    Short Description: QRS

**Address Information**

Country: USA United States

Address: [Edit Address](#)

Mailbox ID:

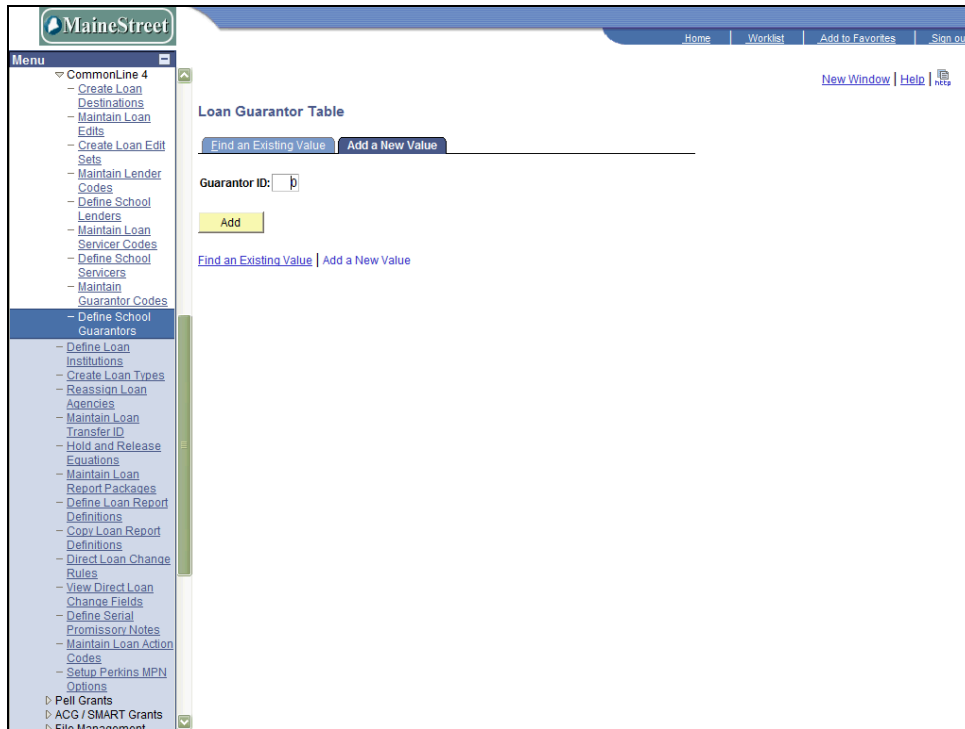
Mailbox Type:


Save    Notify    Add    Update/Display

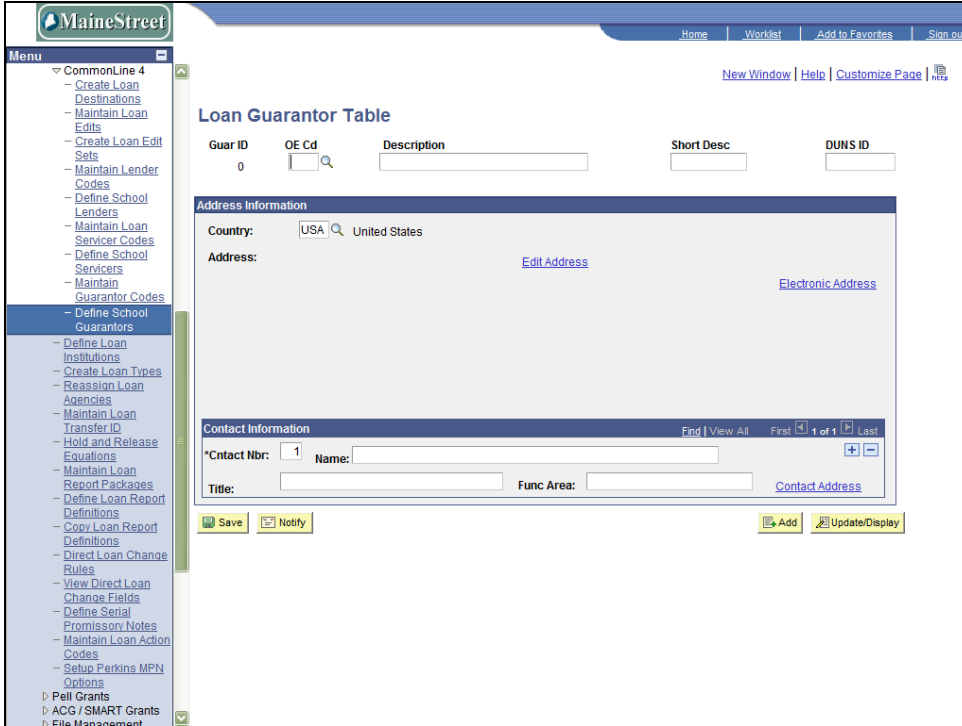
Step	Action
24.	<p>Use the Define School Guarantors component to identify the guarantors that your institution uses for processing loans.</p> <p>Click the <b>Define School Guarantors</b> link.</p> <p><a href="#">Define School Guarantors</a></p>

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## Financial Aid: Setting up Servicers and Guarantors-090908



Step	Action
25.	To add a new guarantor, leave the <b>Guarantor ID</b> field set to 0 and click the <b>Add</b> button. <div style="text-align: center; margin-top: 10px;">  </div>



The screenshot shows the 'Loan Guarantor Table' interface in the MaineStreet system. The table has columns for Guar ID, OE Cd, Description, Short Desc, and DUNS ID. Below the table are three main sections: 'Address Information' with fields for Country (USA) and Address; 'Contact Information' with fields for Contact Nbr, Name, Title, and Func Area; and a bottom row with 'Save', 'Notify', 'Add', and 'Update/Display' buttons.

Step	Action
26.	<p>Enter or look up the guarantor's OE Code.</p> <p>If the guarantor is in the Guarantor Load Maintenance table, the look up will include its OE code. Selecting the OE code will automatically populate the fields on this page.</p>

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## Financial Aid: Setting up Servicers and Guarantors-090908



MaineStreet

Home | Worklist | Add to Favorites | Sign out

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**Loan Guarantor Table**

Guar ID	OE Cd	Description	Short Desc	DUNS ID
0	704	QRS Guaranty	QRS	

**Address Information**

Country: USA United States

Address: [Edit Address](#) [Electronic Address](#)

**Contact Information** Find | View All First 1 of 1 Last

\*Contact Nbr: 1 Name: Hoover,Herbert

Title: Director Func Area: UMS01 contact [Contact Address](#)

Save Notify Add Update/Display

Step	Action
27.	Use the Contact Information area of the page to enter contact information used by your institution. If necessary, add a new row.  <b>Save</b> your work.
28.	<b>End of Procedure.</b>