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Suspense Management

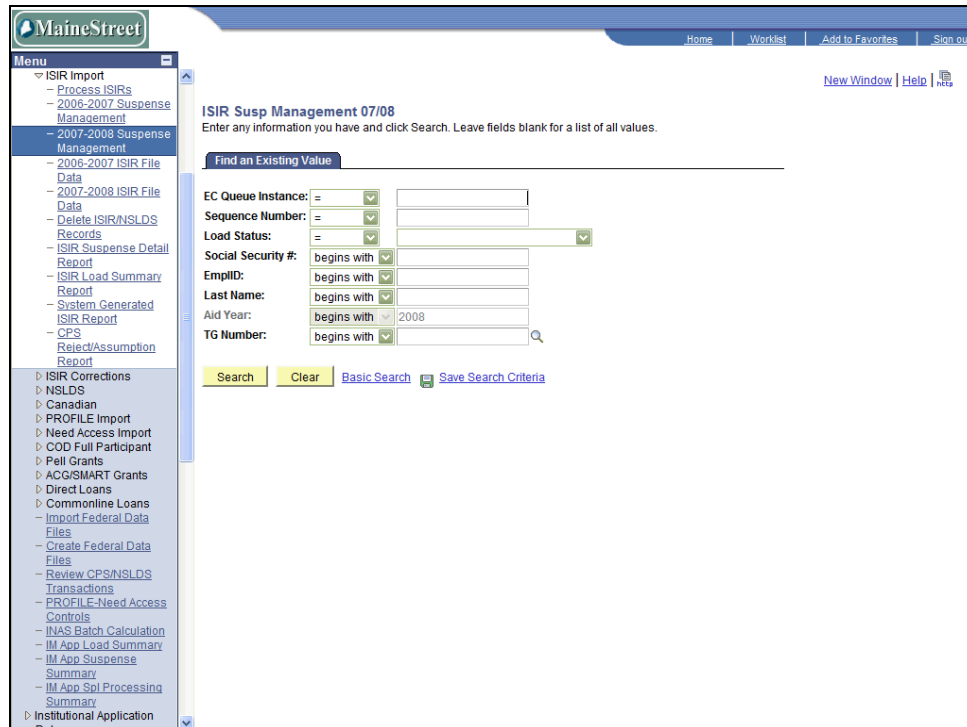
Concept

When an ISIR is loaded, the system first checks to see if the student is in the database. If the student is not found, or more than one match is found, the record will suspend. If a student match is found the system proceeds to evaluate each record based on the Institution's ISIR Data Load Parameter settings. These settings direct the system to either load or suspend a record in the presence of certain conditions (e.g. the student's admit status, completion of verification, whether the ISIR was generated by another school).

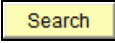
If a record suspends it remains in the Suspense Management table until the condition that caused it to suspend is resolved. Staff may review the records in suspense and choose to load them manually or let the issue resolve itself so the ISIR will load the next time the load process is run.

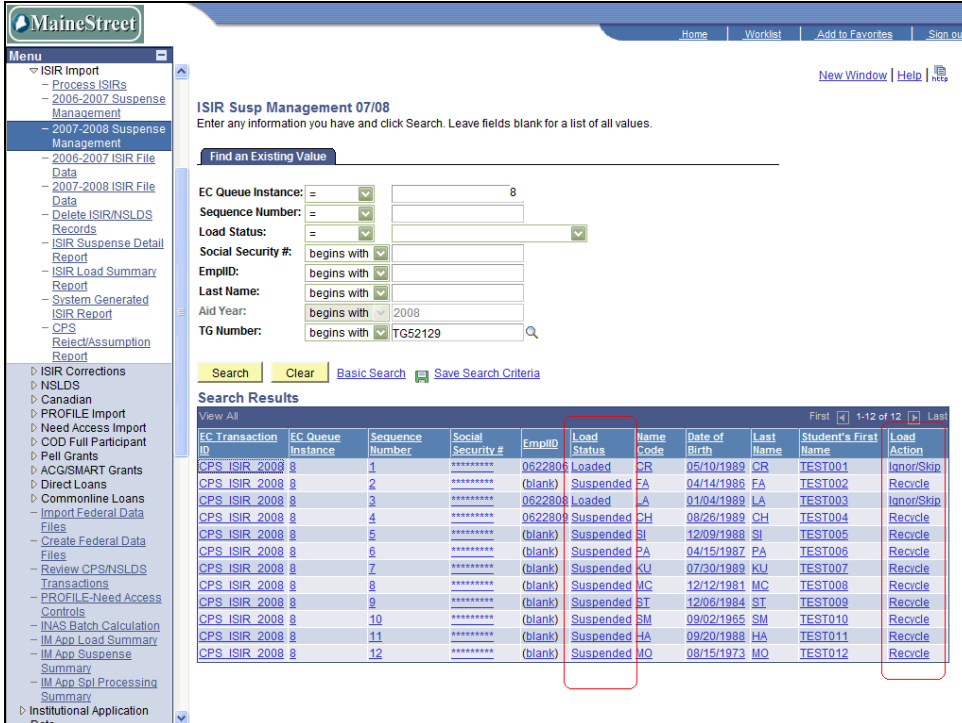
Procedure

Step	Action
1.	Navigate: Financial Aid > File Management > ISIR Import > 20xx-20yy Suspense Management (use the appropriate years in place of "20xx-20yy").



Step	Action
2.	<p>Enter search criteria to locate the suspended ISIRs.</p> <p>For example, enter the EC Queue Instance number - the number assigned to the batch of ISIRs uploaded into the staging tables by the Import Federal Data Files process. For information on how you can find the EC Queue Instance number for a batch of ISIRs, see the UPK topic or Process Document on importing a file.</p> <p>You are required to enter the TG Number for your institution.</p>

Step	Action
3.	Click the Search button. 



ISIR Susp Management 07/08
Enter any information you have and click Search. Leave fields blank for a list of all values.

Find an Existing Value

EC Queue Instance: = [dropdown] [input] 8
 Sequence Number: = [dropdown] [input]
 Load Status: = [dropdown]
 Social Security #: begins with [dropdown]
 EmplID: begins with [dropdown]
 Last Name: begins with [dropdown]
 Aid Year: begins with [dropdown] 2008
 TG Number: begins with [dropdown] TG52129

Search Clear Basic Search Save Search Criteria

Search Results

EC Transaction ID	EC Queue Instance	Sequence Number	Social Security #	EmplID	Load Status	Name Code	Date of Birth	Last Name	Student's First Name	Load Action
CPS ISIR 2008	8	1	*****	0622806	Loaded	CR	05/10/1989	CR	TEST001	Inorr/Skip
CPS ISIR 2008	8	2	*****	(blank)	Suspended	FA	04/14/1986	FA	TEST002	Recycle
CPS ISIR 2008	8	3	*****	0622806	Loaded	LA	01/04/1989	LA	TEST003	Inorr/Skip
CPS ISIR 2008	8	4	*****	0622806	Suspended	CH	08/26/1989	CH	TEST004	Recycle
CPS ISIR 2008	8	5	*****	(blank)	Suspended	SI	12/09/1988	SI	TEST005	Recycle
CPS ISIR 2008	8	6	*****	(blank)	Suspended	PA	04/15/1987	PA	TEST006	Recycle
CPS ISIR 2008	8	7	*****	(blank)	Suspended	KU	07/30/1989	KU	TEST007	Recycle
CPS ISIR 2008	8	8	*****	(blank)	Suspended	MC	12/12/1981	MC	TEST008	Recycle
CPS ISIR 2008	8	9	*****	(blank)	Suspended	ST	12/06/1984	ST	TEST009	Recycle
CPS ISIR 2008	8	10	*****	(blank)	Suspended	SM	09/02/1985	SM	TEST010	Recycle
CPS ISIR 2008	8	11	*****	(blank)	Suspended	HA	09/20/1988	HA	TEST011	Recycle
CPS ISIR 2008	8	12	*****	(blank)	Suspended	MO	08/15/1973	MO	TEST012	Recycle

Process Document

Financial Aid: Suspense Management-041508

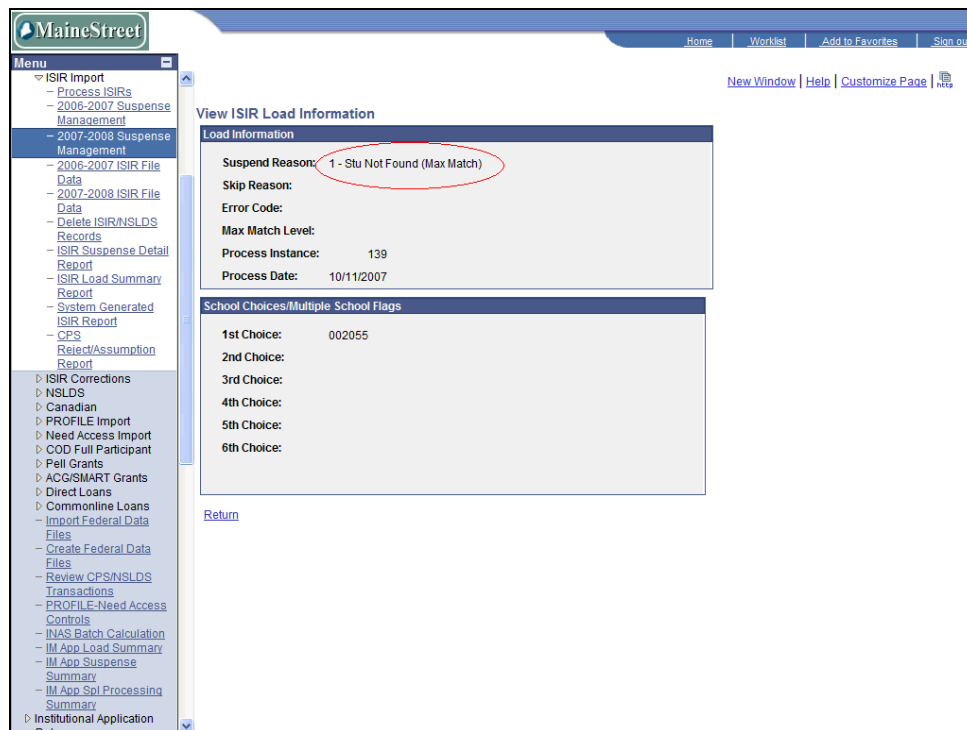


Step	Action
4.	<p>The Search Results list displays all the ISIRs that match the search criteria.</p> <p>After running the process to import a federal data file, but before running the ISIR load process, all newly imported ISIRs will have a Load Status of "Unproc." Once the ISIR load process has run for an ISIR, the Load Status will be "Loaded" or "Suspended."</p> <p>The ISIRs that were loaded have Load Action <i>Ignor/Skip</i> so that the next time the ISIR Load process is run, they won't be processed. The ISIRs in suspense have Load Action <i>Recycle</i> so that they WILL be reprocessed.</p> <p>Each suspended ISIR may be viewed by clicking on its row. The person doing suspense management should determine why each ISIR was suspended and what action to take.</p> <p>The criteria used to determine whether an ISIR should load during the batch load process are contained in the ISIR Data Load Parameters component.</p>

Step	Action
5.	Select one of the suspended ISIRs. Click an entry in the search results list.

The screenshot shows the 'ISIR Suspense Management 07/08' web application. The interface includes a navigation menu on the left with options like 'ISIR Import', 'ISIR Manual Load Parameters', and 'Student Information'. The main content area displays details for a specific ISIR, including 'EC Queue Instance/Seq. No.', 'Transaction Receipt Date', and 'Load Status'. The 'ISIR Manual Load Parameters' section contains fields for 'ID', 'Institution', 'School Code', and 'Process Dt (Effdt)'. The 'Student Information' section shows fields for 'Last Name', 'First Name', 'SSN', 'Date of Birth', 'Dependency Status', 'Federal PELL Eligibility', and 'ED Verification Status'. A 'Process ISIR' button is visible in the top right of the parameters section.

Step	Action
6.	<p>The ID field is blank and the Student's Admit Lvl is set to "0 - Student Not Found." This indicates that when the system did a Search/Match to see if the student was already in the MaineStreet database, it was unable to find a match.</p> <p>Use the links at the bottom of the page to view information about the ISIR.</p>
7.	<p>Click the ISIR Load Information link.</p> <p>ISIR Load Information</p>



Step	Action
8.	<p>In the example shown, the search/match process failed to find a match for the student in the MaineStreet database. Refer to Appendix A for a list of possible messages for this page.</p> <p>Click the Return link.</p> <p>Return</p>

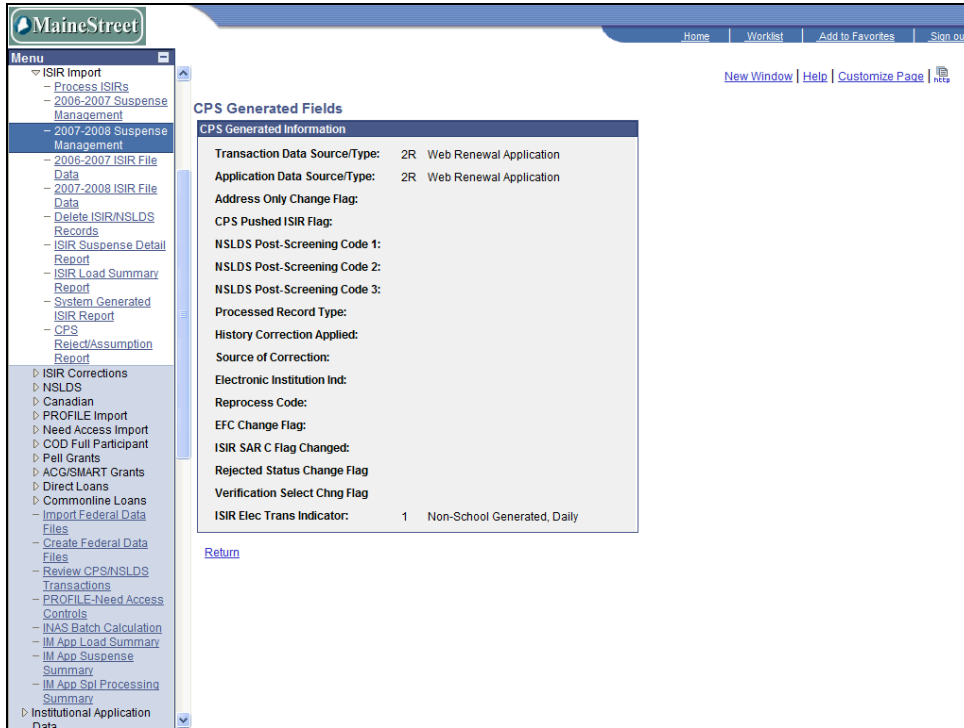
Process Document

Financial Aid: Suspense Management-041508



The screenshot displays the 'ISIR Suspense Management 07/08' web application. The left-hand menu includes options such as 'ISIR Import', 'Process ISIRs', and '2006-2007 Suspense Management'. The main content area is titled 'ISIR Manual Load Parameters' and shows 'EC Queue Instance/Seq. No: 8 2' and 'Transaction Receipt Date: 01/19/2007'. Below this, there are input fields for 'ID', 'Institution' (set to UMS04), 'School Code' (002055), and 'Process Dt (Effdt)'. A 'Process ISIR' button is visible. The 'Student Information' section lists details for a student with SAR ID 999-00-0098 FA 01, including their name (TEST002), SSN, date of birth, and dependency status. At the bottom, there are navigation buttons: 'Save', 'Return to Search', 'Previous in List', 'Next in List', and 'Notify'. A link for 'CPS Generated Data' is highlighted in the original image.

Step	Action
9.	Click the CPS Generated Data link. CPS Generated Data



The screenshot shows the 'MaineStreet' web application interface. On the left is a 'Menu' with various options like 'ISIR Import', '2006-2007 Suspense Management', and 'CPS'. The main content area is titled 'CPS Generated Fields' and contains a table of 'CPS Generated Information'.

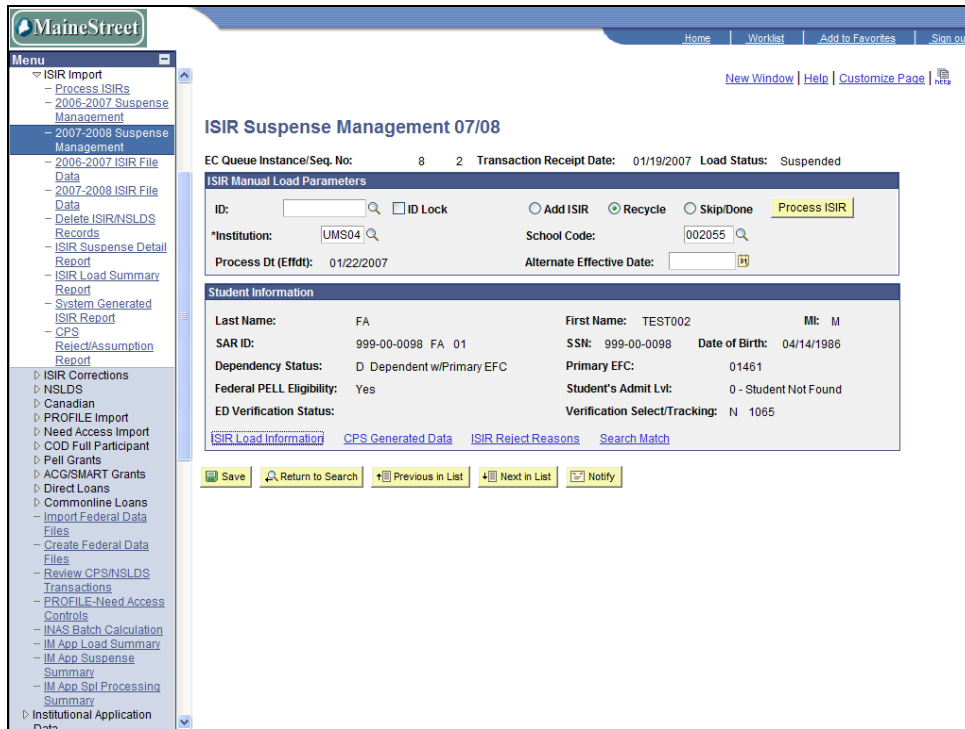
CPS Generated Information	
Transaction Data Source/Type:	2R Web Renewal Application
Application Data Source/Type:	2R Web Renewal Application
Address Only Change Flag:	
CPS Pushed ISIR Flag:	
NSLDS Post-Screening Code 1:	
NSLDS Post-Screening Code 2:	
NSLDS Post-Screening Code 3:	
Processed Record Type:	
History Correction Applied:	
Source of Correction:	
Electronic Institution Ind:	
Reprocess Code:	
EFC Change Flag:	
ISIR SAR C Flag Changed:	
Rejected Status Change Flag	
Verification Select Chng Flag	
ISIR Elec Trans Indicator:	1 Non-School Generated, Daily

Below the table is a [Return](#) link.

Step	Action
10.	Refer to Appendix B for detailed information on this page. Click Return . Return

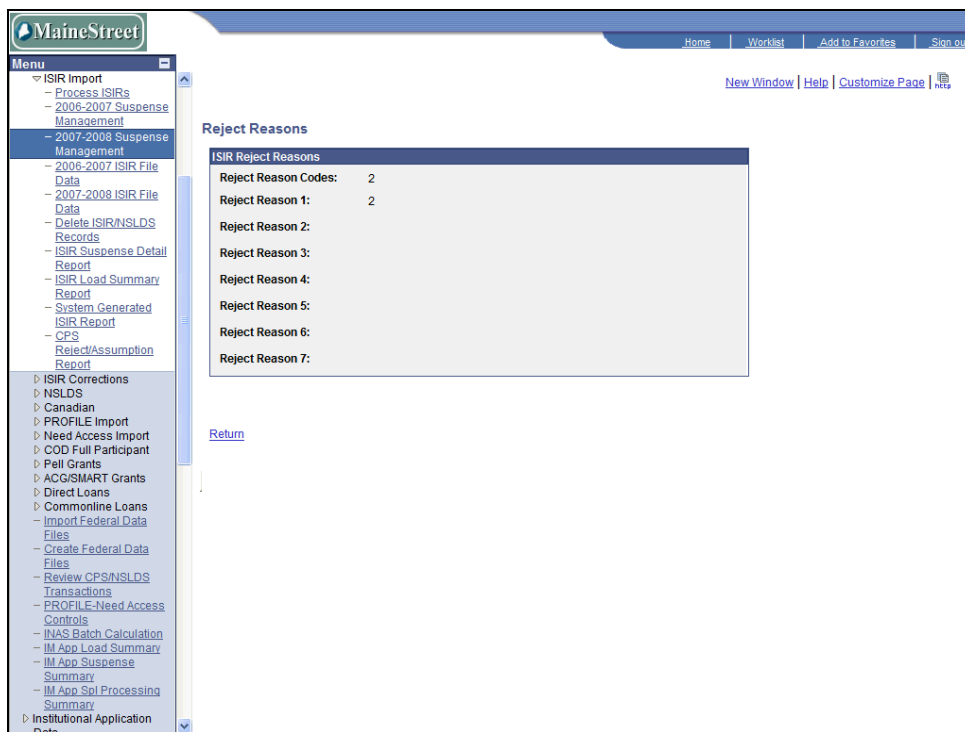
Process Document

Financial Aid: Suspense Management-041508



The screenshot shows the 'ISIR Suspense Management 07/08' page. On the left is a 'Menu' sidebar with options like 'ISIR Import', 'ISIR Manual Load Parameters', and 'Student Information'. The main content area includes a header with 'EC Queue Instance/Seq. No: 8 2' and 'Transaction Receipt Date: 01/19/2007'. Below this is a form for 'ISIR Manual Load Parameters' with fields for ID, Institution (UMS04), and School Code (002055). A 'Process ISIR' button is visible. The 'Student Information' section displays details for a student with Last Name: FA, First Name: TEST002, SSN: 999-00-0098, and Date of Birth: 04/14/1986. At the bottom of the page are buttons for 'Save', 'Return to Search', 'Previous in List', 'Next in List', and 'Notify'.

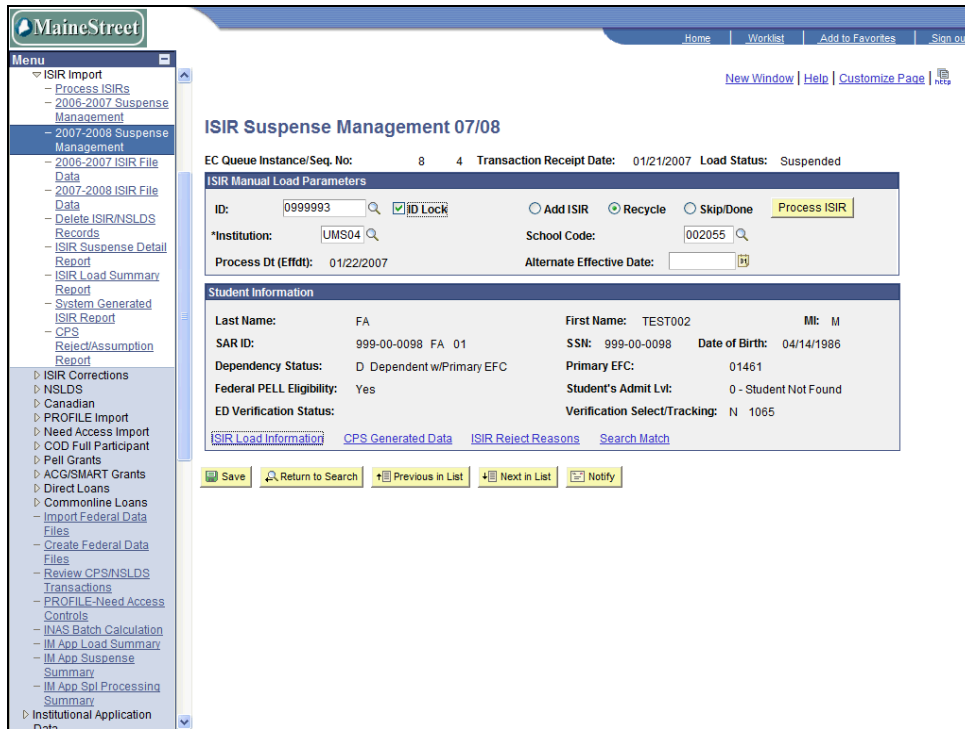
Step	Action
11.	Click the ISIR Reject Reasons link to see the reject codes.



Step	Action
12.	Click Return to return to the Suspense Management page.
13.	<p>To run Search/Match to try to find a match for this person, click the Search Match link.</p> <p>If Search/Match finds several people in the database that match (for example, have the same first and last names), you may be able to determine which one is the ISIR candidate. You could then manually fill in the ID field and force the ISIR load.</p> <p>For details on using Search/Match, see the documentation for that component.</p>
14.	<p>If you have examined the reasons why the ISIR was in suspense and have determined that it should be loaded, you can force the load on this page.</p> <p>Make sure that the correct ID is stored in the ID field and check the ID Lock checkbox. This will prevent the system from redoing a Search/Match.</p> <p>Be careful to fill in the correct ID in the ID field. If you leave ID blank, the system will create a new emplid for the student and you will have a duplicate ID situation. If that occurs, you will need to have a trouble ticket entered so the duplicate ID can be removed. In addition, the ISIR with the incorrect ID will need to be deleted. Refer to the documentation on deleting an ISIR.</p>

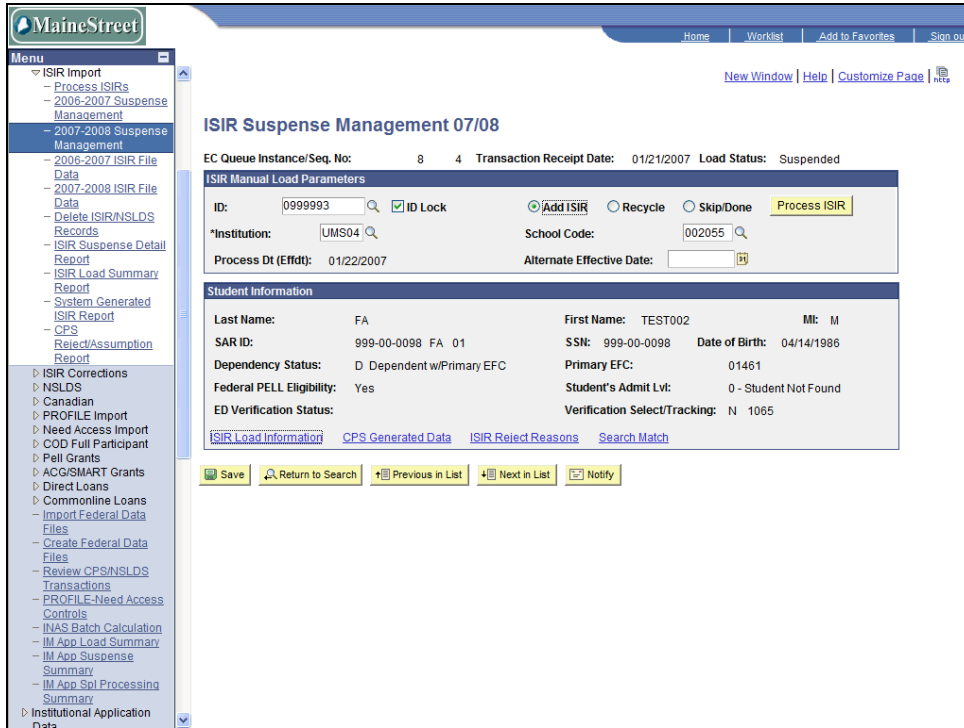
Process Document

Financial Aid: Suspense Management-041508



The screenshot shows the 'ISIR Suspense Management 07/08' web application. The interface includes a left-hand menu with options like 'ISIR Import', 'ISIR Manual Load Parameters', and 'Student Information'. The main content area displays details for a specific ISIR instance (ID: 0999993) and provides controls for 'Add ISIR', 'Recycle', and 'Skip/Done'. A 'Process ISIR' button is also visible. Below the main controls, there is a 'Student Information' section with fields for Last Name, First Name, SAR ID, SSN, Date of Birth, and other student-related data.

Step	Action
15.	You can select either " Recycle " or " Add ISIR ". If you use Recycle, the system will reapply the ISIR Data Load Parameters when the ISIR is reprocessed. If you select Add ISIR, the parameters will be bypassed and the ISIR will always be loaded.



The screenshot shows the 'ISIR Suspense Management 07/08' web application. The interface includes a left-hand menu with various options like 'ISIR Import', 'ISIR File Data', and 'ISIR Report'. The main content area displays the following information:

EC Queue Instance/Seq. No: 8 4 Transaction Receipt Date: 01/21/2007 Load Status: Suspended

ISIR Manual Load Parameters

ID: 0999993 ID Lock Add ISIR Recycle Skip/Done **Process ISIR**

*Institution: UMS04 School Code: 002055

Process Dt (Effdt): 01/22/2007 Alternate Effective Date: []

Student Information

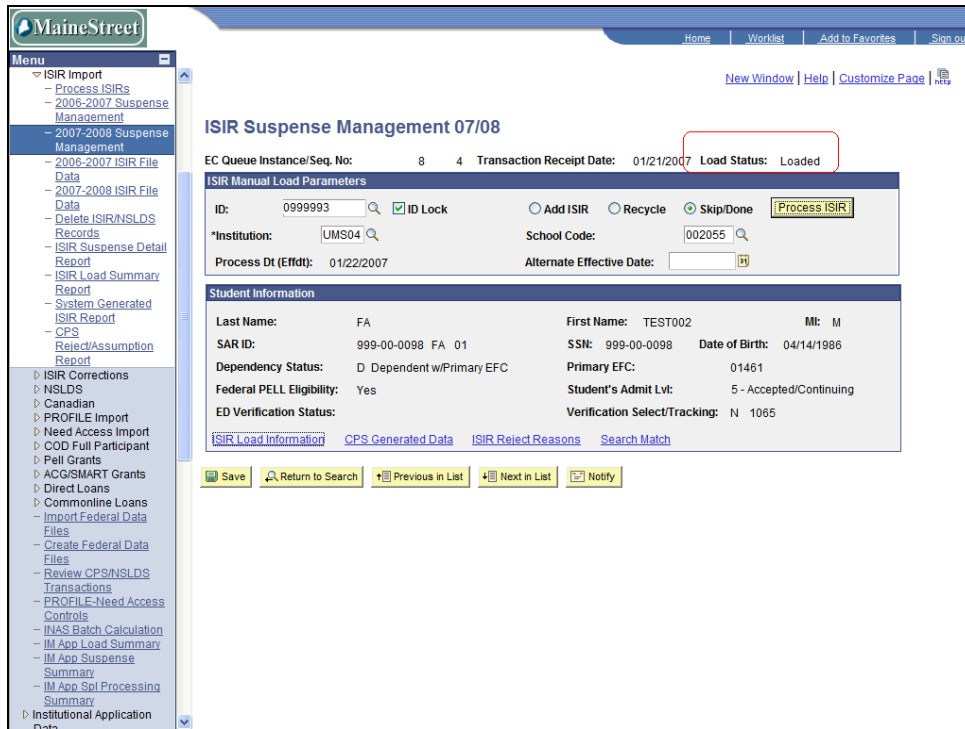
Last Name:	FA	First Name:	TEST002	Mi:	M
SAR ID:	999-00-0098 FA 01	SSN:	999-00-0098	Date of Birth:	04/14/1986
Dependency Status:	D Dependent w/Primary EFC	Primary EFC:	01461		
Federal PELL Eligibility:	Yes	Student's Admit Lvl:	0 - Student Not Found		
ED Verification Status:		Verification Select/Tracking:	N 1065		

Buttons at the bottom: Save, Return to Search, Previous in List, Next in List, Notify.

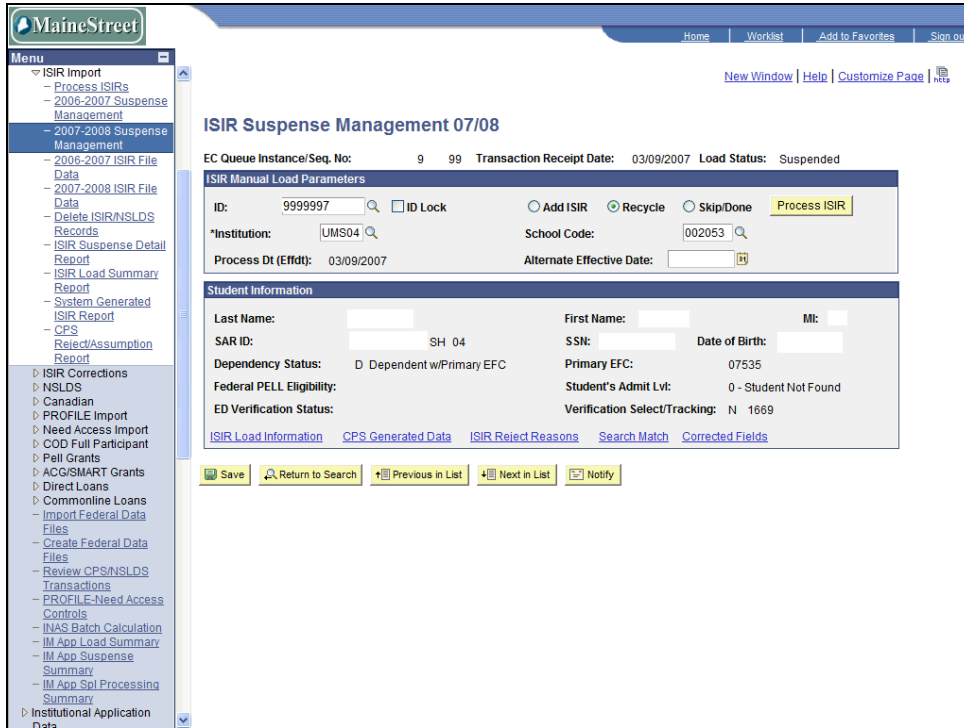
Step	Action
16.	Click the Process ISIR button.

Process Document

Financial Aid: Suspense Management-041508



Step	Action
17.	The Load Status is now "Loaded."



The screenshot shows the 'MaineStreet' web application interface for 'ISIR Suspense Management 07/08'. The left sidebar contains a 'Menu' with various options like 'ISIR Import', 'ISIR File Data', and 'ISIR Load Information'. The main content area displays the following information:

- EC Queue Instance/Seq. No:** 9 99
- Transaction Receipt Date:** 03/09/2007
- Load Status:** Suspended

The 'ISIR Manual Load Parameters' section includes:

- ID:** 9999997
- *Institution:** UMS04
- School Code:** 002053
- Process Dt (Effdt):** 03/09/2007
- Alternate Effective Date:** [Empty field]

The 'Student Information' section displays:

- Last Name:** [Blacked out]
- First Name:** [Blacked out]
- Mi:** [Blacked out]
- SAR ID:** [Blacked out] SH 04
- SSN:** [Blacked out]
- Date of Birth:** [Blacked out]
- Dependency Status:** D Dependent w/Primary EFC
- Primary EFC:** 07535
- Federal PELL Eligibility:** [Blacked out]
- Student's Admit Lvl:** 0 - Student Not Found
- ED Verification Status:** [Blacked out]
- Verification Select/Tracking:** N 1669

At the bottom of the form, there are several buttons: Save, Return to Search, Previous in List, Next in List, and Notify.

Step	Action
18.	<p>Here is an interesting case (all identifying information has been blanked out).</p> <p>This student is in the database and meets all the criteria for ISIR load for this Institution. Why didn't the ISIR load?</p> <p>Click the ISIR Load Information link and then the CPS Generated Information link.</p>

Process Document

Financial Aid: Suspense Management-041508



MaineStreet Home Worklist Add to Favorites Sign out

New Window | Help | Customize Page |

Menu

- ISIR Import
 - Process ISIRs
 - 2006-2007 Suspense Management
 - 2007-2008 Suspense Management
 - 2006-2007 ISIR File Data
 - 2007-2008 ISIR File Data
 - Delete ISIR/NSLDS Records
 - ISIR Suspense Detail Report
 - ISIR Load Summary Report
 - System Generated ISIR Report
 - CPS Reject/Assumption Report
 - ISIR Corrections
 - NSLDS
 - Canadian
 - PROFILE Import
 - Need Access Import
 - COD Full Participant
 - Pell Grants
 - ACG/SMART Grants
 - Direct Loans
 - Commonline Loans
 - Import Federal Data Files
 - Create Federal Data Files
 - Review CPS/NSLDS Transactions
 - PROFILE-Need Access Controls
 - INAS Batch Calculation
 - IM App Load Summary
 - IM App Suspense Summary
 - IM App Spl Processing Summary
 - Institutional Application Data

View ISIR Load Information

Load Information

Suspend Reason: Non-School Initiated

Skip Reason:

Error Code:

Max Match Level: 10

Process Instance: 134

Process Date: 10/11/2007

School Choices/Multiple School Flags

1st Choice:	002109
2nd Choice:	002591
3rd Choice:	002053
4th Choice:	003694
5th Choice:	002148
6th Choice:	002187

[Return](#)

MaineStreet Home Worklist Add to Favorites Sign out

New Window | Help | Customize Page |

Menu

- ISIR Import
 - Process ISIRs
 - 2006-2007 Suspense Management
 - 2007-2008 Suspense Management
 - 2006-2007 ISIR File Data
 - 2007-2008 ISIR File Data
 - Delete ISIR/NSLDS Records
 - ISIR Suspense Detail Report
 - ISIR Load Summary Report
 - System Generated ISIR Report
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 - Review CPS/NSLDS Transactions
 - PROFILE-Need Access Controls
 - INAS Batch Calculation
 - IM App Load Summary
 - IM App Suspense Summary
 - IM App Spl Processing Summary
 - Institutional Application Data

CPS Generated Fields

CPS Generated Information

Transaction Data Source/Type: 1C Electronic Full SAR Correction

Application Data Source/Type: 2A Web Student Application

Address Only Change Flag:

CPS Pushed ISIR Flag:

NSLDS Post-Screening Code 1:

NSLDS Post-Screening Code 2:

NSLDS Post-Screening Code 3:

Processed Record Type: H History/Duplicate

History Correction Applied: 02

Source of Correction: S School

Electronic Institution Ind: 2 002591

Reprocess Code:

EFC Change Flag:

ISIR SAR C Flag Changed:

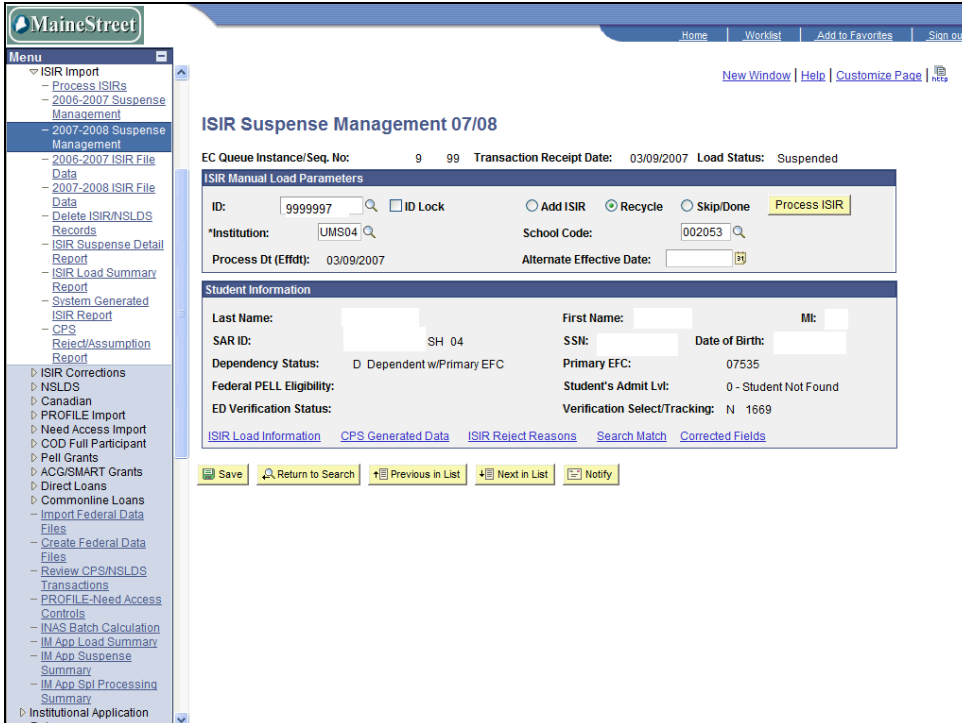
Rejected Status Change Flag

Verification Select Chng Flag

ISIR Elec Trans Indicator: 1 Non-School Generated, Daily

[Return](#)

Step	Action
19.	<p>As you can see from the images above, this is a correction ISIR. If the original ISIR is not in the system, the correction ISIR will suspend. On the Syspense Management page, click the Corrected Fields link to see the corrections.</p> <p>In this special case, this suspended ISIR should probably be manually loaded using the process we saw earlier.</p>
20.	<p>A related situation arises when ISIRs are loaded out of order (in other words a later ISIR is loaded first). When you try to load the earlier ISIR it will suspend because it is out of order. The order in this case is determined by the Effective Date for the ISIR.</p> <p>To resolve this situation, you can use the Alternate Effective Date field on the suspended ISIR. Set that date such that the suspended ISIR has a date prior to the later ISIR for that student, but after any previous ISIRs. For example, if the ISIR for transaction 1 was loaded on 1/1/2008, and the ISIR for transaction 3 was loaded on 2/1/2008, when you manually load the missing ISIR for transaction 2, make the Alternate Effective Date be a date between 1/1/2008 and 2/1/2008.</p> <p>Check that the ID is correct, select ID Lock and Add ISIR or Recycle, and click Process ISIR</p>



21.	End of Procedure.
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Appendix A: Codes and Messages on the View ISIR Load Information Page

The **Suspend Reason** shows the reason the record was suspended and not loaded into the database. This field remains blank if the record was successfully loaded. Valid values include the following:

- 1 – Student Not Found (Max Match) - Search Match/Search Match By-pass failed to identify an ID that matches the ISIR.
- 2 – Inst Review Status
- 3 – Ed Verification Completed
- 4 – ISIR Compute Rejects
- 5 – Record Suspend Level - The Institution has chosen to suspend applicant ISIRs if the applicant's Admit Level is below a certain value.
- 7 – ISIR Tran Num Out of Seq - An ISIR with a greater transaction number, but an earlier process date was encountered.
- D – Duplicate SSN Indicated - An ISIR suspends if the CPS reports that the SSN is used for another ISIR.
- E – EFC Mismatch - The Correction ISIR Suspend reason if you select this as a correction data load parameter.
- G – System Generated Record - All system generated ISIRs suspend if you select this data load option.

Unable to Select School Code - Identifies when the ISIR was suspended due to the inability of the load process to determine the owning school code of the ISIR.

The **Skip Reason** displays the reason the record did not load into the database. The values for this field are the following:

- 2 – Inst Review Status
- 3 – Ed Verification Completed
- 4 – ISIR Compute Rejects
- 5 – Record Suspend Level
- 7 – Search/Match option set to Discard/Skip — ISIR skips if you select this Search/Match option.
- G – System Generated Record — All system generated ISIRs skip if you select this data load option.

The **Error Code** displays the reason the Suspend Reasons is set to Error Encountered. The values for this field are the following:

- 1 – Invalid SSN
- 2 – Invalid School Code
- 3 – SQL Error Encountered
- 4 – Update/Add PD Error (personal data)
- 5 – Update/Add Address Error
- 6 – Update/Add PS Names Error

Process Document
Financial Aid: Suspense Management-041508



- 7 – Blank Date for Effective Date
- 8 – Correction Record not found

Appendix B: Codes and Messages on the CPS Generated Fields page

Transaction Data Source/Type:

Indicates the source of the current ISIR record (Electronic, Web Student, Web, FAA, Paper, CPS, FSAIC - Federal Student Aid Information Center) and the type of ISIR (application, correction, renewal, Signature page, and so on). The ISIR load process uses this value to determine which records are processed.

Application Data Source/Type

Field that indicates the type and source of the original ISIR transaction.

Address Only Change Flag

Field that indicates whether mailing or email information was the only items changed on the current ISIR.

CPS Pushed ISIR Flag

Field on the ISIR that indicates that the CPS initiated the ISIR transaction. Y - Transaction is automatically sent to school in cases of an EFC change, SAR C change, or system-generated ISIR. All ISIRs with this value set to Y are treated as a System Generated ISIR.

NSLDS Post-Screening Code 1, 2, and 3

The NSLDS Post-screening field values on the ISIR.

Processed Record Type

Field on the ISIR that indicates whether the ISIR record is based on a Correction Application (C), a correction of an initial ISIR(H), or is an initial ISIR (blank)

History Correction Applied

Indicates the ISIR transaction number of an earlier ISIR record from which the current ISIR data is derived.

Source of Correction

Represents the field on the ISIR that indicates who initiated the current corrected ISIR record.

A – Applicant

D – CPS

S – School

Blank if not a corrected ISIR.

Electronic Institution Ind

Indicates school that initiated the current ISIR

Reprocess Code

Code that explains why the CPS generated a revised ISIR.

EFC Change Flag

Indicates whether the EFC has increased or decreased from the previous ISIR.

ISIR SAR C Flag Changed

Field on the ISIR. that indicates that the SAR C Flag has changed from the previous ISIR transaction.

Rejected Status Change Flag

Indicates that the rejection status is set or removed from the previous ISIR transaction.

Verification Select Chng Flag (verification select change flag)

Indicates that the ISIR is now selected for verification when the previous transaction was not selected.

ISIR Elec Trans Indicator (ISIR electronic transaction indicator)

Indicates if the school receiving the ISIR generated the transaction or was listed on the transaction. Also indicates whether the type of ISIR is a daily, requested, or pushed ISIR. ETI values:

Blank - No destination code associated or school not participating.

0 – School generated transaction and is an ISIR daily school.

1 – School did not generate transaction and is an ISIR daily school.

2 – School generated transaction and is an ISIR request school.

3 – School did not generate transaction and is an ISIR request school.

4 – School generated transaction, is an ISIR daily school, ISIR is CPS pushed.

5 – School did not generate transaction, is an ISIR daily school, ISIR is CPS pushed.

6 – School generated transaction, is an ISIR request school, ISIR is CPS pushed.

7 – School did not generate transaction, is an ISIR request school, ISIR is CPS pushed .

8 – School did not generate transaction, is an ISIR daily school, ISIR is CPS pushed (system generated).

9 – School did not generate transaction, is an ISIR request school, ISIR is CPS pushed (system generated).