

# NSLDS Suspense Management

**Purpose:** Use this document as a reference on how to review NSLDS FAH/TM response records that do not successfully load into ctcLink.

**Audience:** Financial Aid staff.

Once the Process NSLDS Files process is complete, use the EC Queue Instance number created during that process to locate and review suspended NSLDS files.

**!** You must have at least one of these local college managed security roles:

- ZD FA NSLDS Prcs
- ZZ FA NSLDS Prcs

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

## Process Monitor

**Navigation:** Financial Aid > File Management > NSLDS > Process NSLDS Files

1. The **Process NSLDS Files** page displays.
2. After completing the **Process NSLDS Files** process, select the **Process Monitor** link. The **Process List** tab will display.
3. On the **Process List** tab, select the **Details** link for the Instance number assigned in the NSLDS Files process. The **Process Detail** will display.
4. From the **Process Detail** select the **Actions** link and then select the **Message Log** option. The Message Log page will display.
5. From the Message Log page, select the **Last** link to view the end of the process and locate the **EC Queue Instance** number.

**!** If multiple files have been loaded it is possible that there could be more than one **EC Queue Instance** number created during processing. Look through the message log and note all instances and review.

## Video Tutorial

The video below demonstrates the process actions described in the steps listed above. There is no audio included with this video. Select the play button to start the video.

## View Tutorial Via Panapto

View the external link to view [NSLDS Suspense Management](#). This link will open in a new tab/window.

## Review the NSLDS Suspense Management List

 You must have at least one of these local college managed security roles:

- ZD FA Director
- ZD FA NSLDS Prcs
- ZZ FA NSLDS Prcs

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

### Navigation: **Financial Aid > File Management > NSLDS > NSLDS Suspense Management**

1. The NSLDS Suspense Management search page displays.
2. Enter the **EC Queue Instance** number located in the previous step.
3. **Load Status = Suspended.**
4. Select **the Search button.**

 The search can also be narrowed further to include:

- EC Transaction ID
- School Code

5. When the **NSLDS Suspense Management** page opens a viewer will have various fields and possibly pages to review to determine the outcome of the suspended file.

## View Video Tutorial

### NSLDS Suspense Management

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## View Tutorial Via Panopto

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## NSLDS Suspense Management - Page Details

1. The system displays the **EC Transaction ID** (electronic commerce transaction ID) and **EC Queue Instance**. The valid **EC Transaction ID** values are FAHEXTOP (Financial Aid History file) and TRALRTOP (Alert file).
2. **Load Status** - The system displays one of these values:
  - a. **Error**: An error occurred while trying to process this record from the staging tables. Records with this status are not picked up by the batch process. Refer to the Error Code description below.
  - b. **Loaded**: The record successfully loaded from the NSLDS staging tables into the application tables.
  - c. **Skipped**: This status is either set manually on the Suspense Management page or by the batch process when Search/Match parameters are set to 'Ignore'. Records with this status are not picked up by the batch process. Refer to the Skip Reason description below.
  - d. **Suspended**: The record did not load into the application tables because it did not meet the NSLDS load parameters. Records with this status are picked up by the batch process. Refer to the Suspend Reason description below.
  - e. **Unprocessed**: The FA Inbound process loaded the record loaded into the NSLDS staging tables, but the Process NSLDS Load process has not yet been run for the record. Records with this status are picked up by the batch process.

### 3. **NSLDS Manual Load Parameters**

- a. **ID:** For records with a Load Status of Loaded, this field shows which ID the NSLDS data was loaded to - For records with a Load Status of **Skipped** or **Suspended**, the ID field may be blank or populated with one of the Search/Match results - For records with a Load Status of **Suspended** or **Unprocessed** records, you can use this field in conjunction with the **ID Lock** check box to manually match an ID to incoming NSLDS data.
- b. **ID Lock:** Select to match the **Suspended** or **Unprocessed** NSLDS record to the specified ID. This works in conjunction with the ID field. In order to use the **ID Lock** option, the **ID** field **MUST** be populated. Using this option essentially bypasses Search/Match the next time this record is processed. Although Search/Match is bypassed, the record must still meet the other **NSLDS Data Load Parameters** in order to load to the application tables.
- c. **Recycle:** This is set by the NSLDS load process if a student's NSLDS record cannot be loaded into the application tables because it does not meet the **NSLDS Data Load Parameters**.
- d. **Skip/Done:** This is set by the system when the NSLDS record has been loaded to the application tables or if the record has been **skipped/ignored** (either manually or by the batch routine). To manually set the Load Status to **Skipped**, select this radio button and select the **Process NSLDS** button.
- e. **Process NSLDS:** Select this button to perform the selected action: **Recycle** or **Skip/Done**.
- f. **School Code:** Displays the School Code value reported in the NSLDS file.
- g. **Branch Code:** Displays the Branch Code value reported in the NSLDS file.
- h. **Transaction Process Date:** Displays the date when NSLDS generated the incoming NSLDS data

### 4. **Load Information**

- a. **Process Instance:** Displays the most recent process instance of when this record was processed through the batch load routine.
- b. **Process Date:** Displays the most recent process date of when this record was processed through the load routine (either online or through the batch routine).
- c. **Max Match Level:** Displays the **Search/Match** level at which the NSLDS record was matched to an ID.

 **Note:** Records with a Load Status of Error, Suspended or Skipped have an associated reason or code displayed.

No reason or code is displayed for records having a Load Status of Unprocessed or Loaded.

5. **Suspend Reason:** Displays the reason the record was suspended and not loaded into the application tables.
  - a. **Data Load Parameters not found:** Data Load Parameters were not found for the School/Branch code combination on this NSLDS record.
  - b. **Effective Date Conflict:** The record passed Search/Match but the Transaction Process Date is older than the student's current Effective Dated row in the NSLDS application tables.

- c. **Multiple Matches Found:** Search/Match found multiple matches and the action in NSLDS Data Load Parameters is set to 'Suspend' for the designated Search/Match level. If multiple matches were found, the ID field is blank.
  - d. **No Match Found:** Search/Match found no matches and the No Match Found action in NSLDS Data Load Parameters is set to 'Suspend'.
  - e. **One Match Found:** Search/Match found one match and the action in NSLDS Data Load Parameters is set to 'Suspend' for the designated Search/Match level. If one match was found, the ID field is populated.
6. **Skip Reason:** Displays the reason the record is skipped and not loaded into the application tables.
- a. **Manually set to Skip:** The user manually set this record to Skip/Done on the NSLDS Suspense Management page.
  - b. **No Match Found:** Search/Match found no matches and the No Match Found action in NSLDS Data Load Parameters is set to 'Ignore'.
  - c. **Multiple Matches Found:** Search/Match found multiple matches and the action in NSLDS Data Load Parameters is set to 'Ignore' for the designated Search/Match level. If multiple matches were found, the ID field is blank.
  - d. **One Match Found:** Search/Match found one match and the action in NSLDS Data Load Parameters is set to 'Ignore' for the designated Search/Match level. If one match was found, the ID field is populated.
7. **Error Code:** Displays the reason the record was set to Error and not loaded into the application tables. Invalid SSN Encountered: The SSN on this record is outside the valid range (001010001 999999999).
8. **Student Information**
- a. **Social Security #:** Displays the student's current SSN maintained by the NSLDS and reported in the FAH/Alert files
  - b. **Last Name:** Displays the student's current last name maintained by the NSLDS and reported in the FAH/Alert files
  - c. **First Name:** Displays the student's current first name maintained by the NSLDS and reported in the FAH/Alert files
  - d. **Date of Birth:** Displays the student's current birth date maintained by the NSLDS and reported in the FAH/Alert files
  - e. **Inform Last Name:** Displays the last name reported by the institution in the NSLDS Inform file or online. This information is returned to the school in the FAH/Alert file.
  - f. **Inform First Name:** Displays the first name reported by the institution in the NSLDS Inform file or online. This information is returned to the school in the FAH/Alert file.
  - g. **Inform Date of Birth:** Displays the date of birth reported by the institution in the NSLDS Inform file or online. This information is returned to the school in the FAH/Alert file.
9. **Change Flags**
- a. **Change Flags:** These flags are only populated on Alert files and indicate where changes have been detected on the student's NSLDS record which may affect eligibility. Valid values are Y: Yes and N: No. These fields are blank for FAH files.

# Reviewing and Updating Suspended Files

**Navigation: Financial Aid > File Management > NSLDS > NSLDS Suspense Management**

1. When reviewing the **NSLDS Suspense Management** page, determine the **Suspend Reason** to decide the next action taken.
2. When working on suspense resolution, a user can note the **Transaction Process Date** and **Suspend Reason** and then compare it to what is on the **View NSLDS Loan Data** page for most **Suspend Reasons**.
3. The next section provides instructions on how to view the NSLDS Loan Data to do the comparison.

## Video Tutorial

The video below demonstrates the process actions described in the steps listed above. There is no audio included with this video. Select the play button to start the video.

## Video Tutorial Via Panoto

View the external link to [Reviewing and Updating Suspended Files](#) . This link will open in a new tab/window.

## NSLDS Inquiry

 You must have at least one of these local college managed security roles:

- ZD FA Award Misc Info
- ZD FA Director
- ZZ FA Award Misc Info
- ZZ FA Award Processor

If you need assistance with the above security roles, please contact your local college supervisor or IT Admin to request role access.

## Navigation: Financial Aid > Awards > View NSLDS Loan Data

1. The NSLDS Inquiry page displays.
2. Enter the search parameters to load the correct record associated with user in previous step.
3. You will need to make the determination if the record will need to be set to 'Skipped/Done' so it does not continue to be read and attempt to load during the **Process NSLDS Files** process.



If you set the record to 'recycle', each time the NSLDS Load program runs, it will continue to try to load the record, and set it to Suspend if it cannot load it due to the match reason.

## Video Tutorial

The video below demonstrates the process actions described in the steps listed above. There is no audio included with this video. Select the play button to start the video.

## View Tutorial Via Panopto

View the external link to the [NSLDS Inquiry](#) video. This link will open in a new tab/window.

4. Use the following steps to skip a record from the NSLDS Suspense Management page:

### Navigation: Financial Aid > File Management > NSLDS > NSLDS Suspense Management

1. Enter the **ID** from the NSLDS page.
2. Select the **Skip/Done** Radio Button.
3. Select the **Process NSLDS** Button.
4. Select **Save**.

## Video Tutorial

The video below demonstrates the process actions described in the steps listed above. There is no audio included with this video. Select the play button to start the video.

## View Tutorial Via Panopto

View the external link to the [NSLDS Suspense Set to Skip](#) video. This link will open in a new tab/window.

## Video Tutorial

The video below demonstrates the process actions described in the steps listed above. There is no audio included with this video. Select the play button to start the video.

## View Tutorial Via Panopto

View the external link to the [NSLDS Suspense Set to Recycle](#) video. This link will open in a new tab/window.

5. If the record needs to be loaded/recycled, use the following steps:
6. Mark the **ID Lock** box as "checked".
7. Select the **Recycle** radio button, if not already selected.
8. Select **Process NSLDS**.
9. Select **Save**.
10. 10. The NSLDS Suspense Management process has now been completed.