

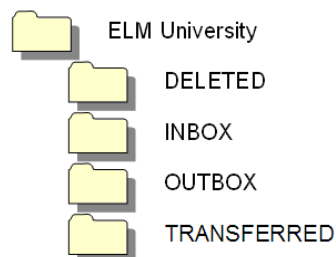
Sending and Receiving Files

In this chapter we will look at how to use Mailbox Services to send and receive files.

The Mailbox Services function allows you to electronically send and retrieve data files and reports to and from your ELMNet mailbox. You can send and receive batch files, and also receive ELM-generated batch reports.

Understanding Mailbox Services

Each school is set up with a mailbox directory (also called *maildir* or *Entity Path*) on ELMNet. The mailbox has these subfolders: Deleted, Inbox, Outbox and Transferred.



When a file is sent from your school to ELMNet, it is placed in the Outbox. The file is then transmitted to ELMNet and decrypted, validated and mapped, if required. A copy of the file is moved to the Transferred directory.



Files are sent on ELMWeb through HTTPS. This is hypertext transport protocol with a secure sockets layer (SSL) for encryption.

When a file is sent from ELMNet to your school, it is placed in the Inbox. When the file is downloaded by your school, a copy is placed in the Deleted directory.



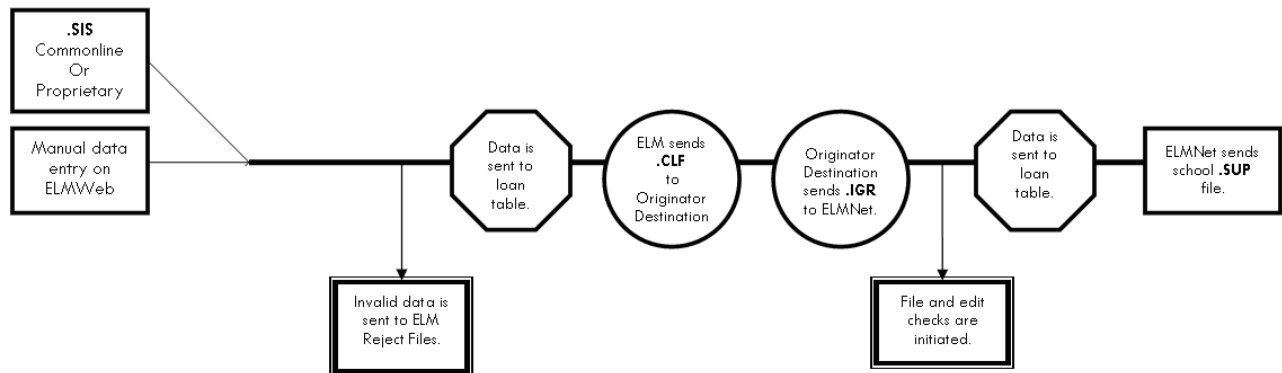
What is SSL?

SSL is an encryption protocol for transmitting documents securely over the Internet.

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☞ If you lose or misplace a file that you have downloaded from ELMNet in the last seven days, you can still retrieve it again. Use the **List Files Recently Downloaded** function to retrieve files that were downloaded within the past seven days. (See the **List Recently Downloaded Files** section in this chapter for step-by-step instructions on retrieving downloaded files.)

Understanding ELMNet File Processing



Files sent to ELMNet from a school can be in a CommonLine or proprietary format. The records in these files are checked and validated by ELMNet. Records that fail validation checks are sent to the **Reject Files** function for correction. The valid data is loaded into the ELMNet database. Data is processed within the ELMNet database, any required mapping is completed, and the **Loan** table is updated so that the data is available for viewing. ELMNet updates either the transmission history or online history, so that the data is available for viewing. The data is sorted by destination, and transmitted to the loan provider.

In the return flow of data, loan providers transmit updates, changes, and funding data in CommonLine files back to ELMNet. ELMNet validates the data and updates the online history. The files are translated into the school's format, and any required mapping is completed. Updated information is available to the school online, and a school response file (.SUP) can be sent to the school from ELMNet. This file updates the school's information system with the status of the loan and any changes that have been made. Schools can choose to receive .SUP files on a daily or twice-daily basis. Daily response files are generated at midnight and placed in the school's mailbox. Twice-daily files are generated at midnight and noon. Standard reports are also delivered to the school's mailbox. ELMNet only sends reports that are requested by the school. Schools may request that reports received through their mailbox be turned off at any time. Schools can also generate reports as needed on ELMWeb.

ELMNet has two different types of file processing runs that process all files sent to ELMNet. These files process on a continuous and simultaneous basis. The runs are not dependent on each other to finish. They are only dependent on the completion of the previous run of the same type.

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The **SG** (school) run processes all school files. Outbound files which will be sent to schools are created during this run. This includes all Application Send files, Change Transaction Send files, and Response files. When this run is complete, the loans will appear in ELMNet. When the SG run is finished, it is paused for three minutes, and then started again.

The **LO** (lender and originator) runs (there are several that run simultaneously) process all lender and originator files. Outbound files to originators are created during these runs, including Application Send files, Change Transaction Send files, Response files, R30 (ELM Non-Cash Application Update Request) and R40 (ELM Cash Transactions) reports. When the LO runs finish, they pause for one minute, and then start again.

All reports that have been scheduled are generated as nightly batch reports. All reports are run in zip code order, from East Coast to West Coast. Each school report is placed in the school's mailbox, and is available to the school at the start of business the next morning. Each lender report is placed in the lender's mailbox, and is available to the lender at the start of business the next morning.

Working with CommonLine Files

CommonLine is a fixed-length file format that is used in the student loan industry to send data files to and from schools and loan providers participating in private student loan transactions. See *Understanding CommonLine in the appendix for more information about working with CommonLine files.*

The outgoing CommonLine files must be named according to the ELMNet naming convention.

- An **Application Send** file is named *mmddy##.SIS*.
- A **Change Transaction Send** file is named *mmddy##.CLC*.

The ELMNet naming convention requires you to name the file with a two-digit month, two-digit day and two-digit year. The next two characters represent the sequence number of the file. The last three characters are the file extension, and identify the file type. An Application Send file has the extension *.SIS*. A Change Transaction Send file has the extension *.CLC*. For example, if two Application Send files were created on July 2, 2011, then the first file could be named *07021101.SIS*, and the second file could be named *07021102.SIS*.




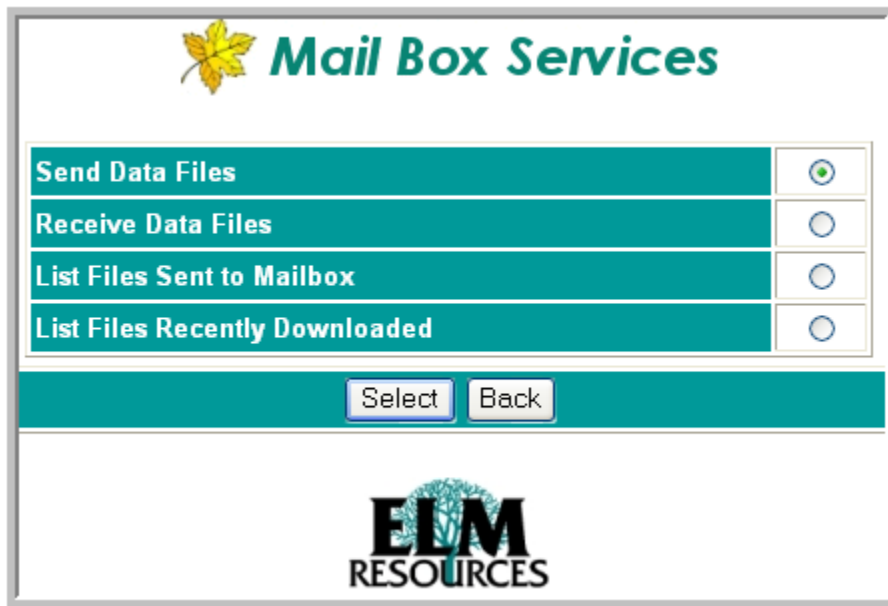
Tech Note: Make sure that your system does not create multiple file extensions for your outgoing files (such as *.SIS.txt* or *.SIS.dat*). This will cause an error in ELMNet. If you are unable to view file extensions on your computer, change this setting by going to your Desktop. Double-click **My Computer**. Click **Tools**, and select **Folder Options**. Select the **View** tab. Make sure that there is no check in the **Hide extensions for known file types** checkbox. Click **Apply**. If there is no check in the checkbox, then you will be able to view file extensions. Check the outgoing files sent to ELMNet to make sure they meet the file naming requirements.

Sending CommonLine Files

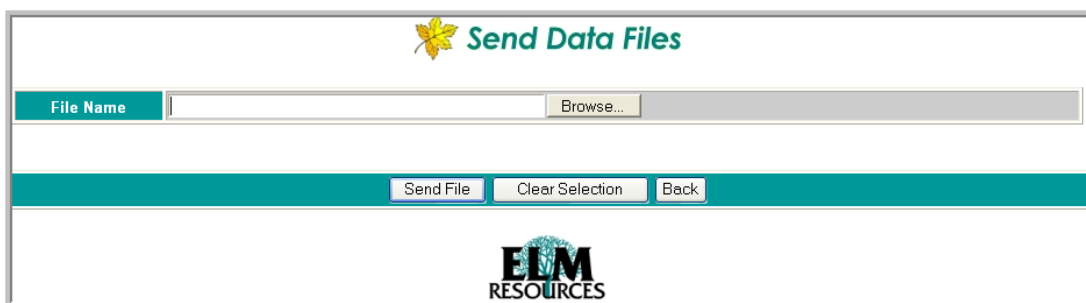
To send a CommonLine file to the Mailbox:

1. From the **Function Selection** menu, click **Mailbox Services**.

 If you do not see **Mailbox Services** on the **Function Selection** menu, you may not have been given permission to access the Mailbox by your school Security Contact. Tell your school Security Contact if you need this access.




2. The **Mail Box Services** page will appear.
3. Select **Send Data Files**.
4. Click **Select**.



5. The **Send Data Files** page will appear.
6. The outgoing file must be named according to the ELMNet naming convention.

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7. Enter the path and file name for the file you wish to send, or click **Browse** to search for the file.
-  It is helpful to create a folder where you can always keep your outgoing files. Many schools put this folder on a shared drive so that appropriate staff can access the files.
8. Click **Send File**.

Working with Proprietary Files

A proprietary file is a file created in your school's proprietary format, often by your school information system. These files are not CommonLine files.

A proprietary file must be named according to the ELMNet naming convention.

- A proprietary application file is named `mmdyy##.SIS`.
- A proprietary change transaction file is named `mmdyy##.SPC`.

The ELMNet naming convention requires you to name the file with a two-digit month, two-digit day and two-digit year. The next two characters represent the sequence number of the file. The last three characters of the file extension identify the file type. A proprietary application file has the extension `.SIS`. A proprietary change transaction file has the extension `.SPC`. For example, if two proprietary change transaction files were sent on July 2, 2011, then the first file could be named `07021101.SPC`, and the second file could be named `07021102.SPC`.



Tech Note: Make sure that your system does not create multiple file extensions for your outgoing files (such as `.SIS.txt` or `.SIS.dat`). This will cause an error in ELMNet. If you are unable to view file extensions on your computer, change this setting by going to your Desktop. Double-click **My Computer**. Click **Tools**, and select **Folder Options**. Select the **View** tab. Make sure that there is no check in the **Hide extensions for known file types** checkbox. Click **Apply**. If there is no check in the checkbox, then you will be able to view file extensions. Check the outgoing files sent to ELMNet to make sure they meet the file naming requirements.

Sending Proprietary Files

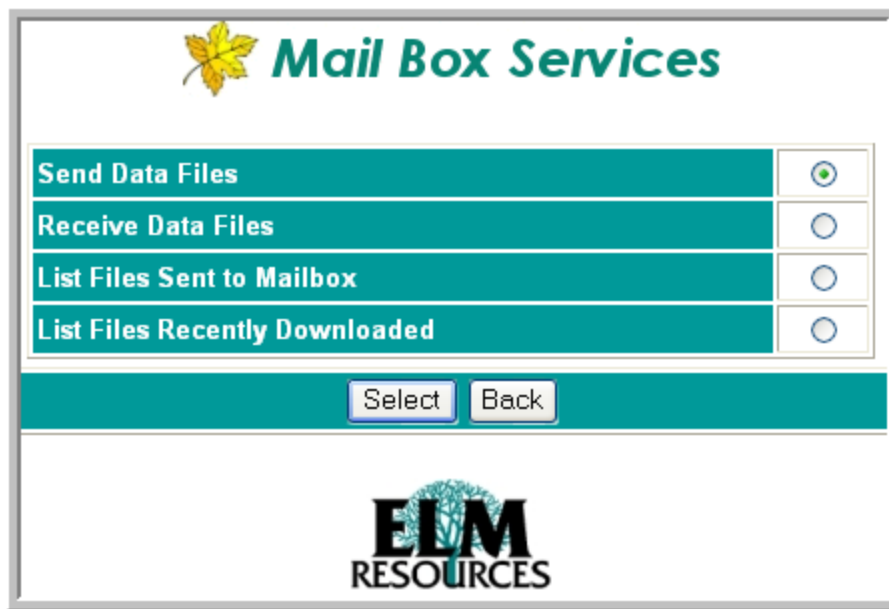
To send a proprietary file to the Mailbox:

1. From the **Function Selection** menu, click **Mailbox Services**.

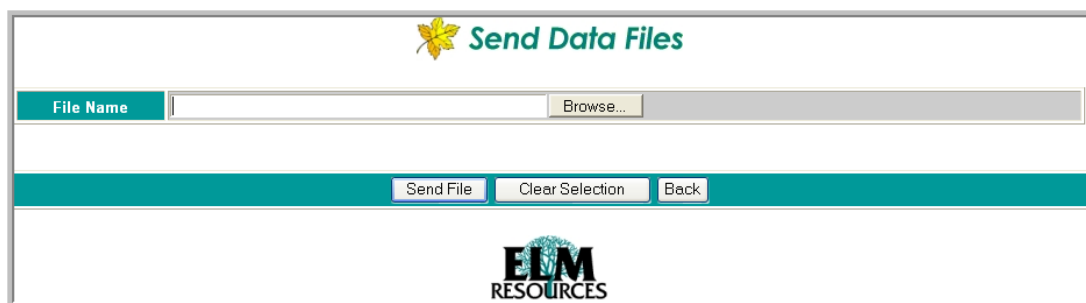


If you do not see **Mailbox Services** on the **Function Selection** menu, you may not have been given permission to access the Mailbox by your school Security Contact. Tell your school Security Contact if you need this access.

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2. Select **Send Data Files**.
3. Click **Select**.



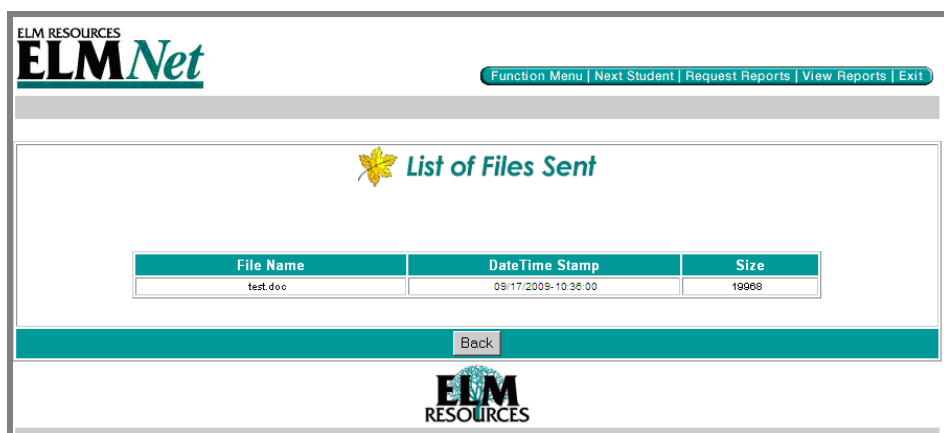
4. The **Send Data Files** page will appear.
 5. The outgoing file must be named according to the ELMNet naming convention (*mmddyymm###.SPC*).
 6. Enter the path and file name for the file you wish to send, or click **Browse** to search for the file.
- ☞ It is helpful to create a folder where you can always keep your outgoing files. Many schools put this folder on a shared drive so that appropriate staff can access the files.
7. Click **Send File**.

Viewing a List of Sent Files

The **List Files Sent to the Mailbox** function allows you to view files sent to ELM that have not yet been processed by ELMNet. This allows you to see if you have transmitted a file.

To view a list of data files which have been sent to the Mailbox:

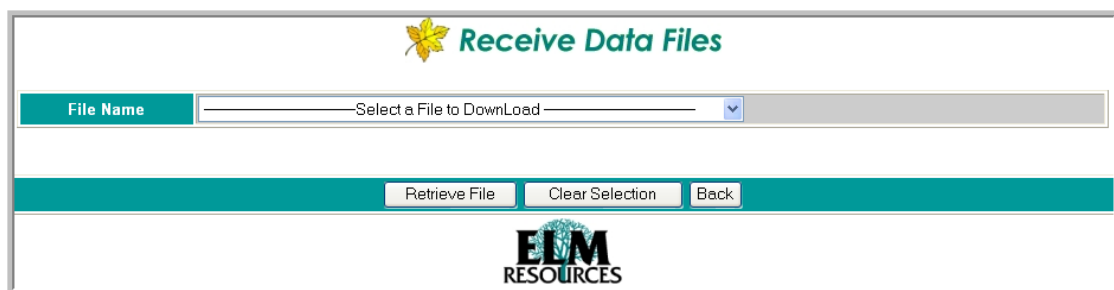
1. From the **Function Selection** menu, click **Mailbox Services**.
2. Select **List Files Sent to Mailbox**.
3. Click **Select**.
4. A list of sent files, with a date and time stamp, and file size will appear. The list will usually be empty, since the files are picked up for processing every fifteen minutes.



Receiving Files and Reports

To receive a file or report from the Mailbox:

1. From the **Function Selection** menu, click **Mailbox Services**.
2. Select **Receive Data Files**.



3. Click **Select**.
4. The **Receive Data Files** page will appear.

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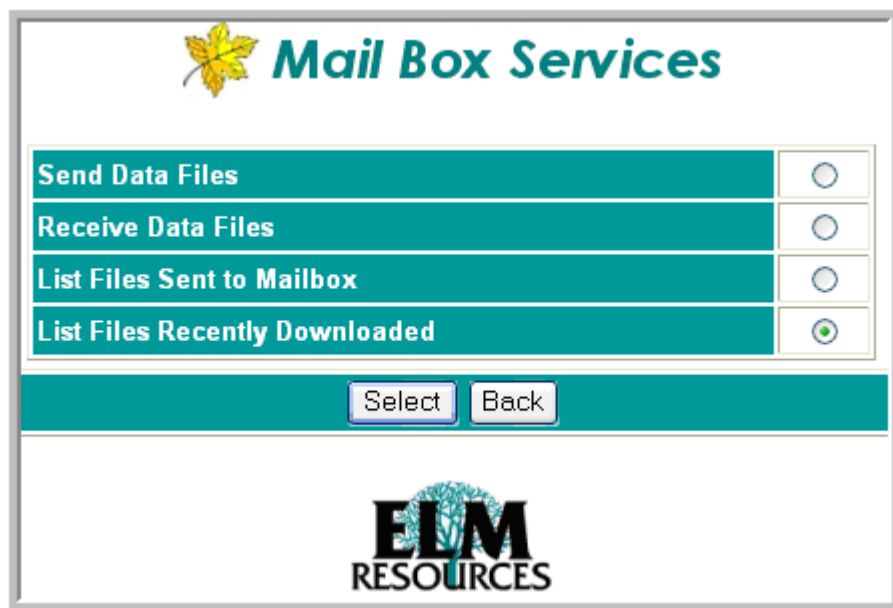
5. Click the drop-down arrow to view a list of files in the Mailbox.
6. Select the file you wish to download.
7. Click **Retrieve File**.
8. Save the file in the folder where you save incoming files.

Listing Recently Downloaded Files

This option allows you to retrieve files that have been downloaded within the last seven days without having to call ELM. This option can help you save time by allowing you to re-retrieve files, reports and disbursement rosters that have been downloaded in the past seven days.

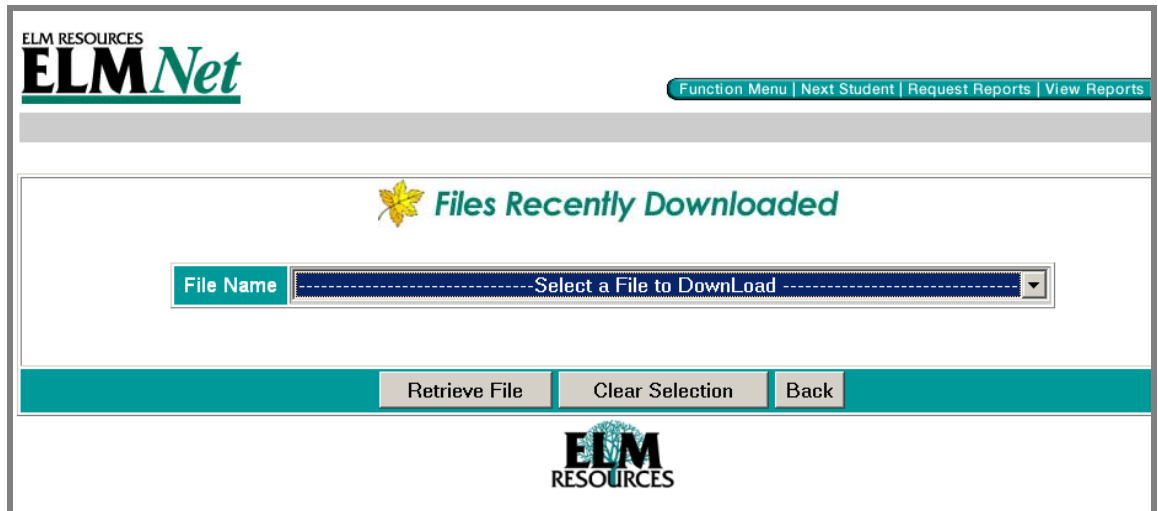
To list recently downloaded files:

1. From the **Function Selection** menu, click **Mailbox Services**.



2. The **Mail Box Services** page will appear.
3. Select **List Files Recently Downloaded**.
4. Click **Select**.

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5. The **Files Recently Downloaded** page will appear.
6. Click the drop-down arrow for the **File Name** list. A list of files and reports that have been downloaded in the past seven days will appear.
7. Select the file you wish to download.
8. Click **Retrieve File**.
9. The file can be downloaded to the directory where you save incoming files. If you are downloading a report and want to share it with others, save it to a shared directory on your network.

Using EAM (ELM Automatic Mailbox)

EAM (ELM Automatic Mailbox) is a program that allows you to securely transmit multiple files to and from ELMNet from your Windows desktop. If you send or receive multiple files daily through ELMNet, you can use EAM so that you do not have to transmit them one at a time. EAM also provides a log so you can track files sent and received through EAM.



EAM is a Windows-based software program that supports file exchange using Secure File Transfer Protocol (SFTP).

If you are interested in installing the free EAM module, go to the **Solutions for Schools** section of the ELM Resources website and click on the **Support Information** link. In the School Tools section, click on the **ELM Automatic Mailbox** link. Complete the EAM Software Request Form online. You will receive an e-mail within a few minutes, containing a link to download the EAM software. You will also be able to download the EAM Installation Guide. This guide will assist you in installing the EAM software, and provide information on using EAM. There are also online tutorials available from the **Support Information** section to help you download, set up and run EAM.



What is SFTP?

SFTP is a secure version of FTP (File Transfer Protocol), and uses FTP commands to transfer files securely between accounts.

ELM Automatic Mailbox (EAM)
EAM Software Request Form

Thank you for your interest in the EAM. Please fill out the form below and click the **I ACCEPT** button when you are finished. Once your completed request is received by ELM Resources, you will receive a confirmation email and the link to download the software.

All fields below are required.

School Name:
School Code: - (e.g., 001224-00)
School State:
Your Name:
Your Title:
Your Email:
Your Phone:
SIS/FAM Product: *If you don't use an SIS/FAM, please type None*
SIS/FAM Version: *If you don't use an SIS/FAM, please type None*
Microsoft® Windows® Version: *If your Windows version is not listed, you will not be able to use the EAM. Please contact your ISS with any questions or concerns.*

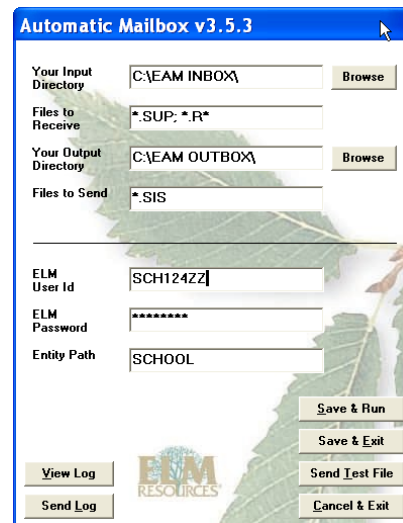
After you have downloaded and installed EAM, you will need to specify the location of files to be sent and/or received, and which types of files you want to send and/or receive.

To set up EAM:

1. Double-click the **ELM Auto Mailbox Setup** icon on your desktop.
2. In the **Your Input Directory** field, enter the location where EAM should place your incoming files.
3. In the **Files to Receive** field, enter the types of files you want to receive. For example, if you want to receive response files, enter ***.SUP**. If you want to receive all reports, enter ***.R***. You can receive more than one type of file by separating them with a semi-colon.

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4. In the **Your Output Directory** field, enter the location where EAM will look for files to be sent.
5. In the **Files to Send** field, enter the types of files you want to send. For example, to send all application send files, enter *.SIS. To send all change send files, enter *.CLC. You can send more than one type of file by separating them with a semi-colon.
6. Enter your User ID and Password. This is the same User ID and Password that you use to log in to ELMNet.
7. Enter your entity path in capital letters in the **Entity Path** field. This is the name of your school's mailbox on the ELMNet Mailbox server. Please contact an ELM representative if you do not know your mailbox name.
8. Click **Save and Exit**. Your preferences will be saved for execution.



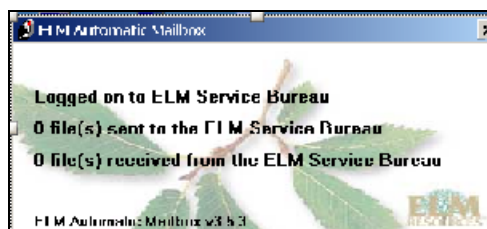
The screenshot shows the 'Automatic Mailbox v3.5.3' configuration window. It has a blue title bar and a light green background with a tree graphic. The fields are: 'Your Input Directory' (C:\EAM INBOX), 'Files to Receive' (*.SUP; *.R*), 'Your Output Directory' (C:\EAM OUTBOX), 'Files to Send' (*.SIS), 'ELM User Id' (SCH124ZZ), 'ELM Password' (*****), and 'Entity Path' (SCHOOL). Buttons include 'Browse', 'Save & Run', 'Save & Exit', 'Send Test File', 'Cancel & Exit', 'View Log', and 'Send Log'. The ELM RESOURCES logo is at the bottom.

You can set up the EAM to only send or only receive files, or both. If you only want to send or receive files using EAM, delete any information in the other blocks.

Before running EAM, make sure you have an active internet connection.

To run EAM:

1. Double-click the **ELM Automatic Mailbox** icon.
2. EAM will establish an SFTP connection to ELMNet, authenticate your User ID and password, send files from your outbound directory, and receive files into your inbound directory.



3. You will receive a message telling you how many files were sent and received.
4. If you want to see if there are any errors, check the EAM log file. To check the log file for transmission errors, double-click the ELM Auto Mailbox Setup icon, then click **View Log**. The log file shows all files sent and received from ELMNet, and shows any transmission errors. The log appends new information each time EAM is run.

☞ You can also automatically schedule the sending and receiving of files in EAM by using a Windows scheduling program.