

Working with Reject Files

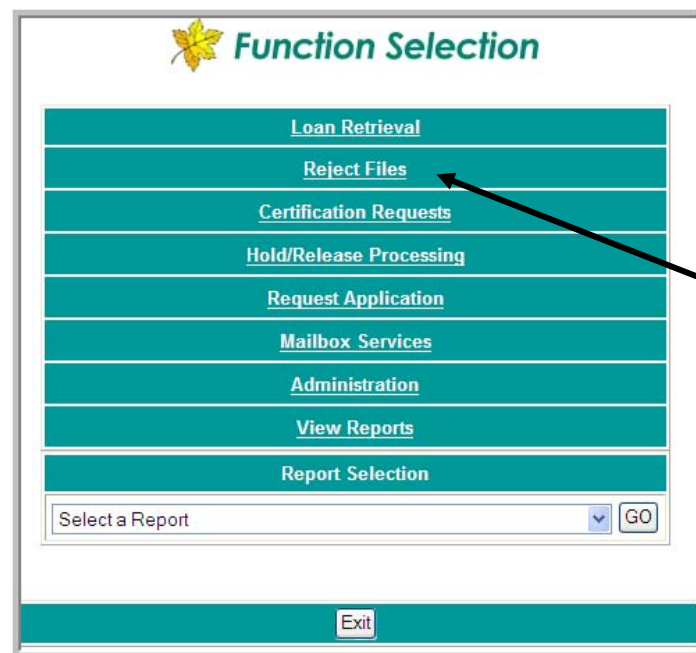
In this chapter we will look at working with records that fail validation, and how to correct them.

The Reject Files function allows you to view records that have failed validation tests on ELMNet. The rejected record may have fields with invalid data, required fields may be missing, or the record may be a duplicate of an existing record. This function allows you to correct the records and resubmit them for processing.

Viewing Reject Files

To view rejected records:

1. From the **Function Selection** menu, click **Reject Files**.



REJECT FILES

The screenshot shows the 'Reject File Processing' web application. At the top, there is a logo of a yellow leaf and the title 'Reject File Processing'. Below the title, there are two selection options: 'ELM Reject' (selected) and 'Guarantor Reject'. A 'Selection Criteria' section contains a 'School Codes' table with a list of schools and a 'Selected Schools' table. The 'School Codes' table lists three schools: '000003 00 ELM University - Main Campus', '000003 55 ELM University - Satellite Cam', and '003333 00 CommonLine96 Test School 3'. There are buttons for 'Add ==>', 'Remove', 'Add All', and 'Remove All'. Below the 'School Codes' table, there are five more selection options: 'All Records' (selected), 'Date Range', 'Student SSN', 'Student Name', and 'Lender code'. A 'Sort By' section contains three options: 'Student SSN' (selected), 'Student Last', and 'Date'. At the bottom, there are 'Select' and 'Back' buttons.

2. The **Reject File Processing** page will appear. This page allows you to view ELM Reject Files.
 - ELM Reject Files are loan records that failed validation on the ELMNet database. The loan records may be duplicate records, have invalid data in a field, or have missing information in a required field. ELM reject files will not appear in **Loan Retrieval**, as the loan records failed validation before creating loan records, and were moved to the **Reject** table.
 - Guarantor Reject Files contained FFELP loan records that were rejected by the guarantor (prior to 7/1/10).
3. You can select files by:
 - **School Codes** – School or branch code and name
 - **All Records**
 - **Date Range** – Specify a beginning and end date for the date range
 - **Student SSN** – Student Social Security number
 - **Student Name**
 - **Lender code** – This is the lender’s Office of Education code

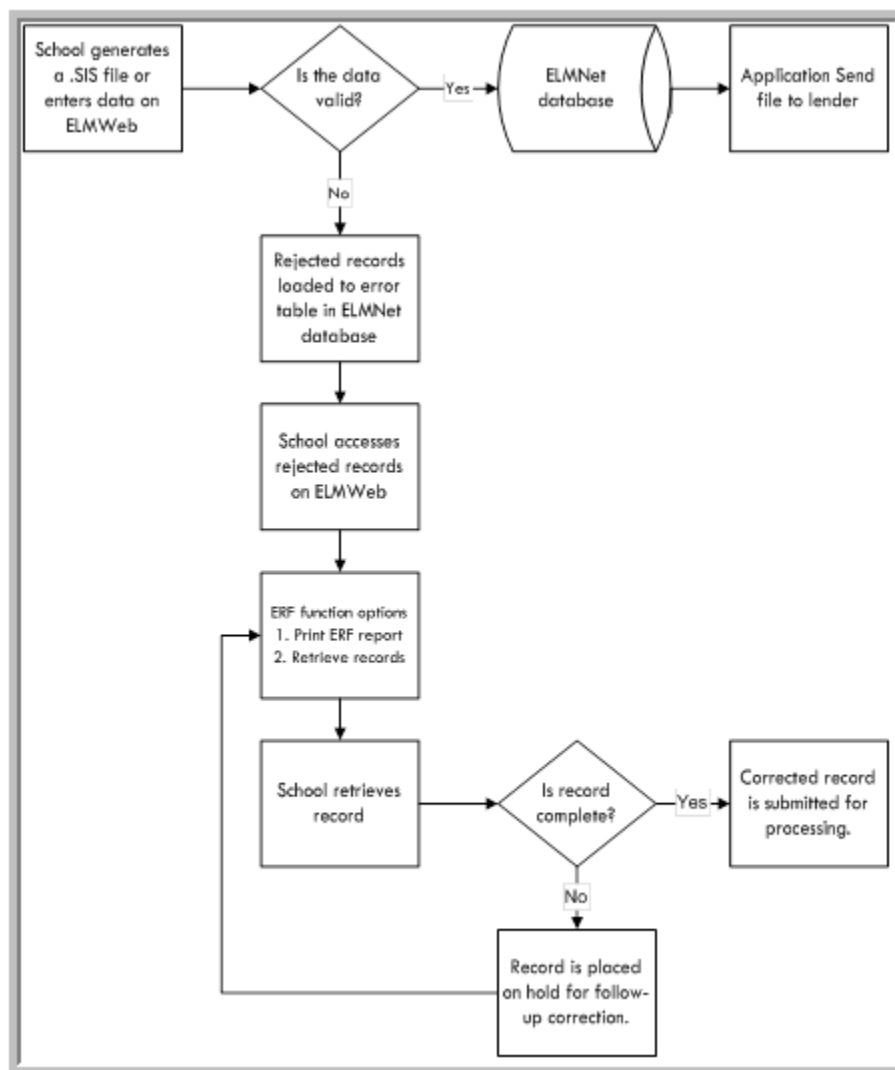
REJECT FILES

4. You can sort by:
 - **Student SSN** – Student Social Security number
 - **Student Last** – Student last name
 - **Date**
5. Select the criteria for the search, and click **Select**.

Viewing ELM Reject Files

ELM reject files are records that have failed ELMNet validation checks. You can correct the files and resubmit them for processing.


This chart shows the process for an ELM reject file (ERF).



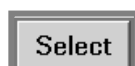
REJECT FILES

To view ELM reject files:

1. On the **ELM Reject File Processing** page, click the radio button for **ELM Reject**.

 ELM Reject File Processing											
No.	Status	SSN	Student Name	Loan Type	Loan Amount	Error Reason	Error Date	Lender	Guar	Requestor	App
441	NEW	--	CL4, BWR ALT A	Alt	\$2,500.00	REQUIRED FIELD(S) MISSING OR INVALID	03/26/2010	Unassg Lendr	GUA01CL4	03261025REJWV.ERF	<input checked="" type="radio"/>
442	NEW	--	CL4, BWR ALT A	Alt	\$2,500.00	REQUIRED FIELD(S) MISSING OR INVALID	03/26/2010	Unassg Lendr	GUA01CL4	03261025REJWV.ERF	<input type="radio"/>
443	NEW	--	CL4, BWR ALT A	Alt	\$5,000.00	REQUIRED FIELD(S) MISSING OR INVALID	03/26/2010	Unassg Lendr	GUA01CL4	03261025REJWV.ERF	<input type="radio"/>
444	NEW	--	CL4, BWR ALT A	Alt	\$18,430.00	REQUIRED FIELD(S) MISSING OR INVALID	03/26/2010	Unassg Lendr	GUA01CL4	03261025REJWV.ERF	<input type="radio"/>
445	NEW	--	CL4, BWR ALT A	Alt	\$5,000.00	REQUIRED FIELD(S) MISSING OR INVALID	03/26/2010	Unassg Lendr	GUA01CL4	03261025REJWV.ERF	<input type="radio"/>

2. A list of rejected records will appear, with the error reason, and the date of the error. The status, Social Security number, student name, loan type, loan amount, error reason, error date, lender, guarantor, and requestor are listed for each record.
3. The error reasons can be:
 - *Potential duplicate record* – This record matches a previously sent record, and appears to be a duplicate record. The record matched on the student Social Security number, loan type, loan period, and loan amount fields. If the record is not a duplicate, click the **Accept as New Record** button to resubmit the loan.
 - *Loan w/matching CL Unique ID already exists* – This record's CL Unique ID matches an existing record's CL Unique ID on the loan table. A new record with a new CL Unique ID needs to be sent if this was not an error.
 - *Required field(s) missing or invalid* – One or more required fields have no data, or contain invalid data. The field may be highlighted in yellow to help you locate the field with the missing or invalid value.
 - *Field(s) contains invalid value(s)* – One or more fields contain invalid data. This may be invalid numeric data in a date field, or letters in a numeric field. The field may be highlighted in yellow to help you locate the field with the invalid value.
4. At the bottom of the **ELM Reject File Processing** page are navigation buttons:



- The **Select** button allows you to select which record to review.

REJECT FILES

Report

- The **Report** button allows you to create a report of the error files displayed. Creating a report will help you find fields with errors if they were not highlighted in yellow.

Next List

- The **Next List** button takes you to the next page of reject files. This button will not appear if there is only one page.

Previous List

- The **Previous List** button takes you to the previous page of reject files. This button will not appear if there is only one page.

Back

- The **Back** button takes you to the **Reject File Processing** page.
5. Select the record you wish to view by clicking the radio button for that record in the **App** column.
 6. Click **Select**.

REJECT FILES

ELM RESOURCES
ELM Net

ERF MPN Record

Borrower Name	SSN	Address	Telephone	Driver's License	DOB
STUDENT, DIANE W	000-33-4444	3063 W. BLVD. BURBANK, CA 91506-0000	(555)555-5555	ABCDEFGH CA	01/21/1977

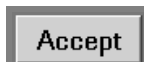
Error Reason FIELD(S) CONTAIN INVALID VALUE(S)

Borrower Section

Loan Type	ALT				
MPN Type	Serial <input checked="" type="radio"/>	New <input type="radio"/>	Clear <input type="radio"/>		
Lender	833733	00	College Loan Corporation		
Guarantor	706-EdFund				

Borrower Last Name	Completion Date	11/15/2009
First Name, MI	Loan Period Begin	01/10/2009
SSN	Loan Period End	10/02/2009
Street Address	Sub Certified Amount	\$ 3500
Street Address #2	Unsub Certified Amount	\$ 0
City	Certified Date	12/01/2008
State, Zip	1st Disbursement Date	01/10/2009
	2nd Disbursement Date	04/11/2009
	3rd Disbursement Date	07/11/2009
	4th Disbursement Date	
	Processing Type	GO - GUARANTEE ONLY
	School Unique Loan ID	AIU - FORT LAUDERDAI
	School	000003-00 ELMU
	School non-Ed Branch ID	

7. The error record for the rejected file will appear. The reason for the error is found in the **Error Reason** field. Fields with errors or missing data will be highlighted in yellow.
8. Correct the error or add the missing information. You will receive an error message if you try to save invalid data in a field.
9. Decide if the record should be held, deleted, submitted for processing, or submitted as a new loan.
10. At the bottom of the **ERF MPN Record** page are navigation buttons. These buttons are:



- **Accept** – This option is used to immediately submit the corrected record for processing.

REJECT FILES

Clear

- **Clear** – This option will clear the corrections you have made, and return the record to its original condition.

Hold

- **Hold** – This option will prevent the corrected file from being immediately submitted for processing. Your changes will be preserved.

Delete

- **Delete** – This option will allow you to delete the record.

Accept as New Loan

- **Accept as New Loan** – This button will only appear if you are correcting a duplicate record.

Back

- **Back** – This option will take you back to the **ELM Reject File Processing** page, and changes will not be saved.

Next Record

- **Next Record** – This option will take you to the next record that needs correction from the file list on the **ELM Reject File Processing** page.

11. Select the button.

12. Click **OK**.

Viewing Guarantor Reject Files

Guarantor reject files contained FFELP loan records that were rejected by the guarantor. This process was the same as ELM Reject Files and was retired on 7/1/2010.