Business Operations Change Request Form

As Of: 6/3/15 4:30:31PM

Administrative Information

Title: NO New TEACH Grant Award and Enrolled Scenario

Sponsor: Janel Grossinger Business Analyst: Rochelle Whittington

Anticipated Implementation Date: 08/03/2015

Change Request Details

Reason (Business Need):

In light of TEACH regulations and the current Agreement to Serve (ATS) approved by OMB, FSA acknowledged there is no regulatory basis or requirement that supports the conversion of a grant to a loan for recipients identified as still actively enrolled at the same institution where the TEACH Grant was originated, who were not awarded with a "new grant" for the subsequent award year, and who failed to re-certify. There are valid reasons for a recipient not to receive a TEACH award in a subsequent award year, and it should not be concluded that they have left the program of study entirely. Recipients, still enrolled in a TEACH Grant-eligible program, may not receive a new grant or return the re-certification letter for any of the following reasons, including but not limited to:

- · GPA not met;
- Did not file a valid FAFSA application;
- Awarded with other financial aid assistance, total aid package met the cost of attendance

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Description (Requirements):

Revised 3.10.7 Requirement and Artificat:

TEACH Requirement 3.10.7 shall be updated from:

3.10.7 Requirement Description

If a new TEACH Grant disbursement is not received for the award year that follows the award year of the last TEACH Grant disbursement while the recipient is attending school, servicer will send a certification request.

The in-house web application will show the recipient received a TEACH Grant disbursement for the prior award year, but did not receive a new TEACH Grant disbursement for the following award year. If the recipient is actively enrolled with no New TEACH award, they will receive a certification request – upon failure to re-certified results in conversion of a Direct Unsubsidized Loan.

New Requirement Description

If a new TEACH Grant disbursement is not received for the award year that follows the award year of the last TEACH Grant disbursement while the recipient is attending school, servicer will send the ceritfication letter to include new options for recipients to re-certify that they are or are not enolled in a TEACH-eligible program.

The in-house web application will show that the recipient received a TEACH Grant disbursement for the prior year, but did not receive a new TEACH Grant disbursement for the subsequent award year. If the recipient is actively enrolled with "no New TEACH grant award", they will receive a certification request that includes options to re-certify; however, if the recipient does not reply to the re-certification letter there will be no immediate ramifications to convert the grant to a loan. If "no New grant" is made for the subsequent enrollment year(s), the servicer shall send the same certification letter as a follow-up notification requesting that recipients self-certify their enrollment in the TEACH-eligible program. If no response is made in the subsequent year(s), there will be no immediate ramifications to convert the grant to a loan.

- 1.101 Servicer shall draft a new ceritification letter that specifically targets in-school recipients with "no New TEACH award" to request that they voluntarily re-certify their enrollment in an eligible TEACH Grant Program of Study. In this ceritification letter, it shall explain the consequences if they fail to reply to the re-certification notification (interest accrues, missed annual certification timeline, adjustment to the 8-year clock to complete service obligations).
- 1.102 If "no New Grant" is made for the subsequent enrollment years, the Servicer shall follow up with another certification letter requesting for a response. If no response is made, there will be no immediate ramifications to convert the grant to a loan.

Additional Information:

Servicer will take immedicate action, in order to prevent additional negative impact on grant recipients. If the revised 3.10.7 requirements is not made immediately, then this requirement will be out of compliance with TEACH regulations. This will results in an escalation of complaints by recipients and the need for servicer to review each complaint, and manually re-convert the loans back to a grant status.

Does this change require a new network connection (Secure File Transfer Protocol is mandatory for all new connections)? No

IST Anticipated/Post-Implementation Validation: No

FSA Service/System/Area Impacted

PHEAA TEACH

Validation - Artifacts and Corresponding Requirement IDs (Required for Services)

Compliance Statement

Artifacts Due Date: 08/03/2015

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Business Operations Change Request Form

Send all Change Request Forms to POCChangeRequest@ed.gov

Send all Chan	ge Request Forms to Pocchar	AM L. C.
	Administrative Informatio	n
Service Area Validation for Submission: Requestor: : Chad Keller/Denise Leifesto CR Title: TEACH Grand Conversion Disp BA: Rochelle Whittington	e utes	ID: 2486 Date Drafted: 4/15/14 Date Received: 4/16/14 Anticipated Implementation Date:
	FSA Service/System/Area Imp	acted
☐ Title IV Servicers (TIVAS) ☐ Not-for-Profits (NFPs) ☐ PSLF ☐ TEACH ☐ TPD ☐ Perkins ☐ DMCS/DMCS2 ☐ DLCS ☐ Notification Only:	 ☐ Ancillary Services ☐ COD ☐ NSLDS ☐ ADM/FPDM ☐ CPS ☐ EDExpress ☐ eCampus-Based ☐ Participation Management 	☐ Call Centers ☐ FMS ☐ Security Architecture ☐ EAI ☐ PEPS/IPM ☐ SAIG ☐ AIMS ☐ Other:
Reason for Change (Business Need):		
Defining requirements for TEACH Grant corforwarded to FSA.	nversion disputes that can be resol	ved by PHEAA and disputes that should be
Description of Change Requested (Requ	irements):	
This CR affects only FedLoan Servicing in t procedures for forwarding TEACH Grant dis		servicer. This is a procedural CR updating the
FedLoan Servicing shall resolve TEACH Gr forwarding to FSA under the following circuit		converting loans back to grants, without
 The grant converted to a loan within one The student is continuously enrolled in the FedLoan Servicing Compliance will deny recipient failed to certify as required. Instances where FLS made an obvious stances where FLS (or the prior service certification obviously should have been approximately the stances. 	ne TEACH program when the grant requests where certification requests servicing error that resulted in the gent er) incorrectly denied certification re	ests were sent and the sole issue is that the
Other disputes shalll be forwarded to FSA for	or final review, including:	
 All escalated disputes including Congres Any dispute that has previously been de Disputes involving poor servicing or poor confused the recipient about certification rec 	nied by FLS and the recipient is ap r or conflicting information provided	pealing that decision. I by FLS or the prior servicer that may have
Additional Information (All OPERATIONAL	<u>\L</u> impacts must be assessed):	
Does this change require a new network connections)? (THIS FIELD IS REQUIRE ☑ No ☐ Yes		r Protocol is mandatory for all new

Date

TEACH Disputes Trends

			To	tal Calend	ar Days to	Decisio	n		
Conversion Reason	Dispute Type	0-10	11-30	31-60	61-90	91-120	121-150	151+	Total
Converted Less Than 30 Days from Final	Escalated	12	2	5	6	9	6	23	63
Certification Request	Standard	125	71	149	112	145	154	496	1,252
Converted within One Year from	Escalated	15	7	4	7	4	4	34	75
Graduation Date	Standard	291	88	65	66	45	48	570	1,173
Did Not Respond Timely to Certification	Escalated	60	84	64	80	25	14	40	367
Requests	Standard	1,374	439	244	576	119	109	818	3,679
Grant Converted Prior to Cert Due Date	Escalated	3	1	1	0	1	1	4	11
(Sep Date Backdate)	Standard	75	30	14	16	9	10	107	261
0.1	Escalated	6	16	14	9	4	0	1	50
Other	Standard	65	207	44	48	20	10	19	413
48 P 700 2595 F88	Escalated	1	0	0	0	1	0	0	2
Pending Account Update	Standard	20	3	0	6	1	1	0	31
D 11 1 C 1 1 1 1 C 1 1 1 C 1 1 1 C 1 C 1	Escalated	23	19	22	28	9	13	56	170
Recipient Confusion/Servicing Error	Standard	266	161	122	199	105	78	693	1,624
Identified as conversion in error with	Escalated	2	0	0	0	0	0	0	2
prior servicer (ACS) - FSA CR 3002	Standard	1,589	61	19	2	1	0	0	1,672
Recipient did not return reinstatement	Escalated	1	1	0	0	0	0	0	2
request - FSA CR 3002	Standard	128	7	4	2	2	0	14	157
Total Dis	sputes by Type:	4,056	1,197	771	1,157	500	448	2,875	11,004

TEACH Disputes as of 09/07/2018

Business Operations Change Request Form

As Of: 6/1/15 3:40:36PM

Administrative Information

Title: BBR -- TEACH Grant to Loan Dispute Notification Message Added to All Grant to Loan Conversion Communications

Sponsor: Debbe Johnson Business Analyst: Nina Patel

Anticipated Implementation Date: 09/30/2015

Mandated Legislation Effective 1/1/16

Change Request Details

Reason (Business Need):

In an ongoing effort to improve borrower communications, and in conjunction with the Borrower Bill of Rights, FSA is requiring additional information be developed and provided to all FedLoan Servicing TEACH Grant recipients whose grants are converting to loans. This additional information would be included on all Grant to Loan Conversion correspondence and will identify how the recipient can contact the TEACH Loan Servicer to discuss/dispute their grant to loan conversion.

Description (Requirements):

Add contact information to all Grant to Loan Conversion correspondence for recipients to discuss/dispute their grant to loan conversion.

Additional Information (All OPERATIONAL impacts must be assessed):

- 1.0 The servicer shall send additional information on all Grant to Loan Conversion correspondence identifying the ways a recipient can contact the TEACH Grant Servicer to discuss/dispute their grant to loan conversion. The additional information should specify that there are no options to dispute based on personal or extenuating circumstance. Example of information to be added: If you believe this conversion has been completed in error, please contact your TEACH Loan Servicer at (phone), (email), (text), or visit our website at
- 1.01 Further explanation of the information on how a recipient can contact the TEACH Loan Servicer if they feel their loan to grant conversion has been completed in error should be added to FedLoan's website.
- 1.02 FedLoan will add Questions/Answers to their website for TEACH Grant Recipients to explain this additional information on their Grant to Loan Conversion communications if applicable.
- 1.03 FedLoan will provide additional scripting to their Customer Servicer Representatives so CSR's can accurately answer questions regarding the new information included on the Grant to Loan Conversion communications.

Does this change require a new network connection

(Secure File Transfer Protocol is mandatory for all new connections)? No

IST Anticipated/Post-Implementation Validation: No

FSA Service/System/Area Impacted

PHEAA

Validation - Artifacts and Corresponding Requirement IDs (Required for Services)

The servicer shall add language and contact information on all Grant to Loan Conversion communications for the recipients to discuss or dispute their grant to loan conversion.

Artifact needed:

- Samples of all Grant to Loan Conversion communications with added language and contact information.
- Screen Shots of website and Q/A updates.
- Scripting provided to CSR's.

Artifacts Due Date: 09/01/2015

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AMENDA	MENT OF SOLICITATION	N/MODIFICATION	OF CONTRAC	т	1. Contract ID C	ode	Page of Pages
2. AMENDMEN	IT MODIFICATION NO.	3. EFFECTIVE DATE	4. REQUISITION/PL	JRCHA	SE REQ. NO.	5. PROJECT NO	1 9 . (if applicable)
	0076	DEC 08, 2014					
Federal Student A 830 First St NE Washington DC 2		FSA-FS2	7. ADMINISTERED See Block 6	BY (If o	other than item 6)	CODE	
HIGHER EDUC 1200 NORTH 7	NAGEMENT 5TH FLOOR	, Street, Country, State and ENNSYLVANIA DUNS: 007 Cage Code	368103	(x) X	9B. DATED (S	ATION OF CONTI ED-FSA-09-D-001	RACT/ORDER NO.
CODE 000307	774	FACILITY CODE				17, 2009	
		IS ITEM ONLY APPLIES TO	O AMENDMENTS OF	SOLIC	CITATIONS		
Offers must ack (a) By completion or (c) By separa RECEIVED AT YOUR OFFER. telegram or letter 12. ACCOUNTI	e numbered solicitation is amended a knowledge receipt of this amendmen ng items 8 and 15, and returning ate letter or telegram which includes THE PLACE DESIGNATED FOR THE If by virtue of this amendment your er makes reference to the solicitation ING AND APPROPRIATION DATA (t prior to the hour and date scopies of amendment; (a reference to the solicitation HE RECEIPT OR OFFERS F desire to change an offer alm a and this amendment, and is	pecified in the solicitar b) By acknowledging and amendment nun PRIOR TO THE HOUF eady submitted, such	tion or receipt nbers. R AND change	as amended, by of this amendment of this amendment of the FAILURE OF YOUR DATE SPECIFIED may be made by the four and date states.	one of the following int on each copy of UR ACKNOWLED D MAY RESULT II y telegram or letter specified. Modifica	the offer submitted; GMENT TO BE N REJECTION OF
See Schedule					IV	odification Oblig	ated Amount. \$0.00
13. THIS ITE Check One	A. THIS CHANGE ORDER IS ISS CONTRACT ORDER NO. IN IT	UED PURSUANT TO: (Spec					
	B. THE ABOVE NUMBERED CO office, appropriation date, etc)	SET FORTH IN ITEM 14, P	URSUANT TO THE A	OHTU	RITY OF FAR 43		s changes in paying
X	C. THIS SUPPLEMENTAL AGRE 52.212-4(c), Changes (TAILOR	ED)	PURSUANT TO AUT	HORIT	TY OF:		
	D. OTHER (Specify type of modi	fication and authority)					
14. DESCRIPTION The purpose of Requirements All other terms Except as provided 15A, NAME AN Direct of Vice The	NT: Contractor is not, X TION OF AMENDMENT/MODIFICAT of Modification 0076 to Contract I into Section C (Statement of Old s and conditions remain unchang therein, all terms and conditions of the document ID TITLE OF SIGNER (Type or print) C. Weigle Silvert, Fallar, Servering	FION (Organized by UCF set Number ED-FSA-09-D-00 bjectives) of the Base IDI and the Base IDI ment referenced in item 9A or 10A	as heretofore changed, re 16A. NAME AND Karen Gibson 202-377-4381 ka	mains ur TITLE	citation/contract stached, revised trached, revised trachanged and in full for CONTRACT bson@ed.gov	subject matter whe	Servicing
(b)(6)	CTOR/OFFEROR	15C. DATE SIGNE	(b)(6)	ATES (OF AMERICA	16C. DATE	
(Signature of p	person authorized to sign)		(Signature of C	ontract	ting Officer)		

TEACH Grant Requirements Version 4.0-November 25, 2014

teq.	Catetory	Sub Category	Requirement / Business Rule Description	Validation Artifact Required Provide correspondence, streen shots, or website a-splay as applicable to demonstrate
1.2	, TEACHGIAM	Accept & Process	Servicer will accept and process TEACH Grant transaction data received from COD.	Provide correspondence, screen shots, or website a splay as applicable to demonstrate sequence of events and processing steps.
	FEACH Grant	Accept & Process	Services will accept TEACH Grant transaction data received in exclusive transmission him using a unique interface ID received from COD.	
1.2	TEACH Grant	Accept & Process	Services will process TEACH Grant transaction data contained in transmission files received from CCD.	ALLEGE COST, C. CORRESCO, CORRESCO, CONTROL DE CONTROL
1.1		Accept & Process	Selvicer will send accommodigement and error transactions to COD when TEACH Grant transaction data is processed.	
	I	Processor Albertain	Servicer will accept and process amount adjustments and apply disbursiment date changes on TEACH Grans disbursements based on disbursement adjustment transactions received from CDD	
14	TEACHGRAN	Accept & Process	Service will load TIACH Grants	Provide correspondence, screen shots, or website display as applicable to demonstrate
2.0	TEACH Grant	Load	Servicer will uniquely dentify and trace represely TEACH Grants from Direct toans	sequence of events and processing steps
7.2	TEACH Grant	losJ	Services will usinguely identify TEACH Grants while the recipient is in an in School status.	
2.1	TEACH Grant	Load	Servicer will track I EACH Grants with different separation dates separately. Servicer will asset the enterest rate as Direct Unsubsidized Stafford Louiss to TEACH Grants based on grant.	
2.4	TEACH Grant	Load	debutsement date	THE CONTROL OF THE CONTROL OF THE CONTROL OF THE PROPERTY OF THE CONTROL OF THE C
2.5	TI ACH Grant	lass	Servicer will accrue "potential" interest from the disbursement date of record for TEACH Grants.	
3.3	TEACH Grant	Service	Servicer will service TEACH Grants while grant recipients are in school.	Provide correspondence, screen shots, or website display as apolicable to demonstrate sequence of events and processing steps
11	T ACH Grant	Service	Services with northy TLACH Grant recipients at least quarterly about the amount of interest that has account on their TLACH Grant distructments and the obligation to repay that interest along with the amount disburied 2 they failed but if their reaching colligations.	
	TFACH Grant		Selecter will calculate interest from the grant disbursement date as the same rate as O sect. Unsubsidized soan	
1.1	STACE Grant	Server	Nenoter will NO1 accept payments for ITACH Grants whose on grant status. Y a payment is received during grant status, the payment is returned us the respect and confidence as to write the payment cannot be applied to any other loans.	
1.4	TEACH Grant	Service	ICACH Gram refunds shall be included in monthly ecconcliation reporting	• • • • • • • • • • • • • • • • • • •
15	TEACH Gram	Service	A grant recipient can request a TEACH Grant be converted to a Direct Unsubsidized Lean at anythine	II. La companya da
1.6	TEACH Grant	Servee	Services with service TEACH Grants upon a grant recipient's graduation of separation	Provide correspondence, cerean shots, or website display as applicable to demonstrat sequence of events and processing steps
161	1[ACH Grant	Service	A TEACH Grant recipient must complete a service obligation for each program of study for which they recoved a TEACH Grant	
362	TEACH Grant	Service	Servicer will track service obliget on periods for each TEACH Grant-elipble program of study junder graduate versus graduate with different separation dates) separately	
161	TEACH Grant	Service	Serv-cer will manage the certification process for a grant recipient that has graduated or separated from the TEACH Grant eligible program of study and has not started teaching.	
1.7	1FAFH Grant	Serve	Grant requirents must certify, within 128 days of completing or otherwise ceasing to be on oiled in the program for which they receive a 1742x Grant, that () their are performing waits not seathing service or (3) they are not yet teaching, but ment of fulfills the service obligation.	Provide correspondence, screen shots, or wich sed tolay as applicable to dimonstrate sequence of events and processing steps
371	TEACH Grant	Service	This requirement applies both to students who complicted the program as well as to students who complicted the program for who they received a IACH Cityral, but who have not the table they received a IACH Cityral, but who have not the table than 1 later in a requirement to amountly certify their intent to faill the service obligation. This attitudes certification requirement applies unit to students who complicted the program for which they received a IACH Citary.	
15	TEACH Grant	Service	Services will send a notice to grant recipients 75 days after separation, reminding them to submit the required Certification within 55 days (by day 120)	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps.
19	TEACH Grant	Service	For grant reopients who did not complete the program for which they received a TEACH Grant-	Froude correspondence, streen shots, or website display as applicable to demonstrat sequence of events and processing steps
1.9.1	TEALH Grant	Service	If the student does not certificities he or she is teaching, or that he/she is not teaching but whends to furth the service obligation, another natice wild be sent 120 days after separation warning the resignent that the grant will convert to a loan.	And the second s
3.9.2	TEACH Grant	Service	if certification has not been received by the 150 th day after reparation, the grant will be concerted to a loan and a notice will be sent to the borrower.	The state of the s
		<u> </u>	The senseer must have the capability of adjusting the start date of the B-year clock for a student if we (FSA) determine that a particular student ceased enrolment or a TIACH- shappe	
19.1	TEACHGram	Service	program prior to craining introducent at the school lexception process! For grant eric ment who COMMETTIO the program for which a TTACK Grant was received, but have not begun texthing, lean conversion oction if they do not annually config they instend to	
194	TEACH Grant	Service	fulfiller revise obligation	Provide repression Junes, serven silors, or website display as applicable to demonstra
3 10	TEACH Grant	Server	services will manage the IFACH Grant Condition of services for a recipient that may not started teaching services will track and store a record of each academic year a TEACH Grant record in the services will track and store a record of each academic year a TEACH Grant recorded to the	sequence of events and processing steps
			certification request that they are not yet leaching, but intend to fulfill his/her TEACH Grant service	y general and the same and the anti-section of the section of the section of the section of the section of the The section of the section of
3 10 1	TEACH Grant	Service	obligations a 1 FACH Grant recipient graduates, territor will send the install Annual Contribution Cover Letter along with the Annual Centification Request Form to be TEACH Grant recipient a immonium of 10 days	
1102	TEACH Grant	Sen ce	prop to the critication decisie.	Commence of the contract of th
1 10 1	TEACH Grant	Server	Servicer will send the Annual Certification Request Form to a TEACH Grant recipient annually.	
1 10 4	TFACH Grant	Service	Servicer will comen! a recipient's IEACH Grants into Direct Unsubvidued (pans when no response has been received within 10 days of the date the Final Certification Request is sent. Servicer will send the IEACH Grant Conversion Confirmation notice to recipient in this event.	
1105	TI ACH Grant	Server	Servicer will cents a follow-up certification letter to a TEACH Grant excipions when no response has been received in 30 days or less following the generation of the Annual Certification Request	
3 10 6	TEACH Grant	Senice Volvan	Servicer will lend a final certification request to a TEACH Grant recipient when no response has been rate will in 30 days or less following the generation of the following entities con request PRIMOVED.	
1-10-7		Carlo A. C. C. C. C. C. College Co.	Servicer will service TEACH Grants while Recipients are Completing their Service Obligation once employed a	

TEACH Grant Requirements Version 4.0 - Navember 25, 2014.

3 11.1	14ACH Grant	Service	service will collect and track annually evidence of teaching for each academic year of service from the grant recipient. The annual certification date will be one year from the recipient's viberation date.	
		• C 173000	Servicer and track and store the subjectify a FIACH Grant reopenius tracking (in 1); 8 bings at education and linguist language accounts on [2] for one in language; [3] Mathematics [3] Reading specials (1)); 5 eners; (6) Special sourclains, and (7) Povo other field that has been entired as mighered by the Federal Government, a state government, or a local education agency (IFA), and approved by the Federal yand listed, in the U.S. Department's annual Teacher Shortage Area. National clouding that energle (IFA).	
A.11.7	TEACH Grant	Service	Upon completion of each academic year of service, the grant recipient must submit certification by a chief	Provide correspondence, sciren shots, or website 4-splay as apolicable to demonstrate
3.12	FEACH Grant			sequence of events and processing steps
3.12.1	FEACH Grant	Service	Gind recipient must serve in a heterally designated lawnome school. A chicol qualifies a a law- income in substitution years for he puppare of completing service obligations, if the school that the recipient is teaching at meets the requirements of a law income school during the first year of employment and fails in subsequent years.	
1.12.2	TEACH Grant		Grant reciziont must trach in a high-need field. A field is considered high-need as listed in the Department's annual Teacher Shartage Area Nationmide Listing (Nationmide List)	
		berice	A grant propertionsy states the requirement to teach in a highwest field if he or the (E) beaches in a flaid designated as highwest in the handwale had for the state in which the grant requires is teaching at the time he is not bedpear seating, or (1) be proning which he 2010-2011, school year, teaches in a felid that was designated as high meet in the Nationards (in for the state or which the grant recipient is statehing for any award year in which the tuberor seasons of 1 facility from the high meet designated as high meet for that state when the grant recipient seasons of a support of the high meet for final state when the grant recipient seasons as	
112.3	TEACH Grant	Service	tering.	
1.12.4	TEACH Grant	Service	Grant reopient must serve as a full time teacher for a total of 4 academic years within an 8 year time? Ame	ALLE THE PROPERTY OF THE PROPE
1.12.5	TEACH Grant	Service	Grant Recipient in teaching part time at two qualifying schools during an academic year and care demonstrate that the combined teaching was equivalent of full-time.	
		P15 2453	hencies will count the following studious as a full academic year when considering the completion of TACK Grain stokes requirements, if the requirent completes at least on-half of an academic year and the school employer conducts her conjunction bave full full of their contractual obligation for the full academic year, although the recipient is unable to complete the full academic year of feathing.	роского того в неже нежения в 1 г. (44) доско порт се в Колов (нежен Уко) оскованира поводования.
1.17.6	TEACH GIVE	hervier	Of a condition that is a qualitying reason for leave under the Femily and Medical Leave Act	The state of the s
11161 .	TEACH Grant	- Mark	A CON or or or to active duty status for more than 30 days in connect on with a war, military	Lance to the second terror (recently a few field of the constitutions of the
11767	TEACH Gram .	More	operation, or national emergency	Provide coffeshar Johne, steem shore, at with to day ay as applicable to demonstrate
1.13	TTACH Grant	Service	mouths spent in a Tracking Suspense	tequence of events and processing steps
3.14	TEACH Gram	Service	When accordent has completed on separated from their TAKCH Grant edgible program, services shall allow a TAKCH Grant recipions the shally to subsend she tracking of their eight-year teaching obligation period as a result of one of the following conditions.	Provide correspondence, scieen shots, or website display as applicable to demonstrate accuence of events and processing stops
1,14,1	TEACH Grant	Service	Enrolment in another TLACH Grant-eligble graguam (example: graduate program) or enrollment in a program that has been determined by a viate to stulyly the recurrements for enrollment in the program of the program o	Commission (Commission (Commission (Commission (Commission (Commission (Commission (Commission (Commission (Co
			A condition that is a qualifying reason for feare under the Family and Medical Leave Act [FMLA]	
3.14.) 3.14.3	TEACH Gram TEACH Grant	Service	See BACEA 686.40(e)(1) A rail or order to active duty status for more than 35 days in connection with a war, military operation, or instead in secretary.	
	TEACH Grant	servee	this suspension of tracking the obligation period will be granted in one year increments, but cannot exceed us year it gives is embrased to qualifying enterliment/grunting. FALLA, and it years for initiary into act, it grant produced in his scorpolated or which has otherwise casted considered in a TLACTO Grant clothe program for which he or the received I LACTO Constituted and has exceeded time into the program for which he or the received I LACTO Constituted and has exceeded time into the program for which he or the received and the received and published and produced and the program for the program of the received and the program for the program of the pro	Provide correspondence, streen shots, or weblite display as applicable to demonstrate sequence of events and processing sleps
1151	TEACH Grant	More	The grant requested must request a payentain of the period for comparing the service obligation prior to being subject to any of the conditions that would cause the grant to be converted to a loan.	
			Servier will allow TIACH Grant recipions to surgend tracting of their teathing obligation due to indicary service for no mete than a total of three years (separate from the combined maximum in year allowants for enrollment in an eligible program of study or for conditions the qualify for leave used the family facilitates AT (TIACH).	
1.15.2	11 at H Grant	Service	entre contrato de la composição de la comp	
	*******	V27725	Servicer will inform TEACH Grant reopents that tracking of their teaching obligation can be suspended for no more than a total of three years for military service.	
1.15.3	TEACH Grant	Strute	between will require TEACH Grant recoveres to request suspension of their teaching obligations	
3.15 4	TEACH Grant	Sirer	in writing, prior to one of the conditions that could cause their TEACH Grants to be converted into Grest Unjudy durid Loans. Services will inform TEACH Grant recipients that suspension of their teaching obligations incut	La comita di di Cara d
3,155	IFACH Grant	Service	be required, in writing, prior to one of the conditions that could cause their TEACH Grants to be converted into Circot Unsubsidized Loans	
	Transcore	Service	Services will suspend the tracking of a recovent's eight year Service Obligation Tracking Period as a result of an approved Suspension Arquest (suspension to be granted in 3-year	i.
	TEACH Grant	100 00000000	recements) Services will find the application of a Suspension to suspease (3 years combined for qualitying	
	TEACH Grant	Service	errol mentrqualitying FMIA, and 3 years for mustary service).	The country company to make the second of th
1 15 #	TEACH GIVES	Service	Services will uniquely identify 15 ACH Grant recipients who have received a Tracking Suspension	From de correspondence, screen shots, or webs to doping an applicable to demonstra
		Service	Services will evaluate a TEACH Grant recipient's ability to satisfy his/her TEACH Grant service obligations.	requence of events and processing steps
3.16	TEACH Grant	- Service	Service: will evaluate the "CACH Grant recipient's ability to salufy his/her ILACH Grant service	The state of the s

TEACH Grant Requirements Version 4 0-November 25, 2014

1			Certification of a recipient's intent to TEACH will initiate conversion if there is no longer enough time	
3.16.3	TEACH Grant	Service	remaining to satisfy the 4 year teaching agreement by the service obligation end date	
			Servicer will convert TEACH Grants with Direct Unsubsidized Lears for a recipient who has been determined to not be able to satisfy his/her TEACH Grant service obligations within the remaining time.	
164	TFACH Grant	Selvice.	tama	allander and the second parameters and a position of the second parameters and the second sec
117	TEACH Grant	Service	Services will servathe TEACH Grant Conversion Confirmation motics to notify a TEACH Grant resignent when Nather TEACH Grants are conversed into Direct Unitablished loans.	Provide correspondence, screen shors, or wabsite display as applicable to domonstrate sequence of events and processing steps
A-1-2-1	# \$545 CHECKERO	The Park of the life		Provide correspondence, screen shuts, or website display as applicable to demonstrate
338	TEACH Grant	Service		sequence of exents and processing steps. Provide correspondence, screen shors, or website display as applicable to demonstrate.
1.19	TEACH GIAM	Service	obigations in accordance with the Agreement to Serve (ATS)	sequence of events and processing steps
3 20	ILAÇH GIANI	Service	Service multipoler that all service requirements have been astalled for ELACH Grant service obliquions. PCO provised forgiveness will be given as the EEACH Grant reopient is required to meet all EEACH Grant service obliquions as outlined in the Agreement to Serve (ATS).	Provide correspondence, screen shors, or website display as applicable to demonstrate sequence of events and processing steps.
121	TEACH Grant	Service	Services will conclude certification and tracking activities when a TLACH Grant recipient has satisfied his/ner TEACH Grant service obligations.	From de correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
122	TEACH Gram		Services will reduce the balance of SEACH Graphs to arrowhen the recisent has variefied his/ner TEACH Gran service obligations in accordance with the Agreement to Serve (ATS). (ND protated forgiveness will be given as the TEACH Grant recipient as mere at TEACH Grant service obligations outlined in the Agreements Service (ATS).	
		Service	Upon a recipient's satisfaction of hayher service obligation, the Servicer will generate a unique financial accounting transaction to 64% to report the reduction of the TACH Grant balance to zero for the principal	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of exents and processing steps
121	TEACH GIJIN	Service	and asterest amount fields	Provide correspondence, screen shots, or website diplay as applicable to demonstrate
124	TEACH GRAN	service	Servicer will report TEACH Grants with a satisfied status to NSCOS.	sequence of events and processing steps
1.25	TEACH Grant	Service	Son, cer will send the TEACH Grant Service Obligation Natice-Satisfied Confirmation notice when recipient has satisfied his/her service obligation.	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
1554	AUTONI AN		Servicer will send the TEACH Grant Service Obligation Notice-Request for Additional Information notice when additional information in received to determine if the recipient has saturfied muffer service obligation.	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
126	TEACH Grant	Service	Servicer will generate a unique financial accounting transaction to FMS to report the reversal of a TEACH	Provide correspondence, screen shots, or website display as applicable to demonstrate
1 27	TEACH Grant	Service Conversion & Un	Crant that was previously reported as satisfied to restore the balance for the principal and amount fields.	sequence of events and processing steps Provide correspondence, screen shots, or website display as applicable to demonstrate
10 ,	TEACH Grant	Conversion	Sen-corwil convert ELACH Grants into Direct Unity bidited Lazins.	requence of events and processing steps
4.1	TEACH GIANS	Conversion & Un Conversion	Services will concert a TLACH Grant to a Overst Unsubsidiara Loan (TEACH) when a TEACH Grant recovery last to carry out their service congazions.	The state of the s
47	FEACH Grant	Conversion & Un	The sum of the amounts of any TEACH Grants shall be converted to a Direct Uniousidated coan subject to regarment including interest activate from the date of the grant disbursement.	
	TEACH Grant	Conversion & U.A.	before and convert a SEACH Grant to a Direct Unsubsidized Loan when a grant recipient	Provide correspondence, screen shots, or website display as applicable to demonstrate larguence of events and processing steps
200	TEACH Grant	Conversion & Un-	Mequesti Conversion	presence of events and processing steps
		Conversion & Un	Fals to certify within 170 days of ceasing enrollment grow to completing the TEACH Grant signle	provides to the state of the st
4 3,2	TEACH Grant	Conversion	Pragram	
433	TEACH Grant	Conversion & Un-	Within one ver of ceasing enretiment prior to completing the TAACH Crant eligible program has not re-enrolled in a TAACH Grant eligible program, begin creditable teaching service or been determined eligible for a tracting usupens on of the eight-pear obligation period.	
		Conversion & Un-	Completes a TEACH Grant elgible program but fairs to cerufy annually intention to satisfy service	
43.4	TEACH Grant	Conversion & Un-	egreement. Completes a TEACH Grant eligible program but fails to begin or maintain qualified employment.	
33.5	TEACH Grant	Conversion	within the timeframe to meet the might year obligation period Once a TEACH Grant has been converted to a Direct Unsubsidized Joan (TEACH), the same business rules	
44	TEACH Grant	Conversion & Un-	for Direct Unsubsidized Loans will apply. When a Direct Unsubsidized Loan (FEAO)) becomes greater than 360 days delinquent, the loan shall be transferred to DMCS.	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
45	TEACH Grant	Conversion & Un-	A 11 ACM Grant converted to a Circol Unsubstitled foan can be convolidated. A 11 ACM Grant in grant status cannot be consolidated.	
	TEACH Grain	Conversion & Un-	Once a 14 CCH Grant is converted to a Direct Unabhabard to an 15 ACH), in cannot be converted back to a grant unless in an exception granted by FAA. A grant incipient whose FEACH Grant is commerced to a loan recover a Genuchb grace period before entering inpartment.	A ADDITION OF THE PARTY OF THE
4.7	TEACH Grant	Conversion & Un	TEACH Grants converted to Direct Unsubsidized Loans [TEACH] shall be serviced as any other Direct Loan	
	TEACH Grant	Conversion & Un-	TEACH Grants converted to Direct Unsuppreted coans [TEACH] shall not be included in the borrower's annual loan limit or in the aggregate loan limit.	
4.9	FEACH Grant	Conversion & Un	Service will include Direct Unsubsidized Loans (TEACH) in a borrower's total indebtedness when	apriles (1900 and 1900 and 190
		Langerson & Un-	determining sepayment plan eligibility and calculating payments. Direct Unsubsidiated Loans (TEACH) shall not be considered for the purpose of calculating and applicing	Consists and the Consists of the Consist of the Con
	TEACH SHAN	Conversion	cohort erfault rates Services will apply borrower payments	Provide correspondence, screen thats, or website display as applicable to demonstrate
	TEACH Grant	Faymen)	Services will not apply bossower payments to TEACH Grants, and will not apply any payments received	sequence of events and processing alegs
5.1	TEACH Grant	Payment	specifically directed to a 1EACH Grant to any of the recipient's other loans.	·
12	TEACH Grant	Payment	Services will apply payment received from a Bostower/Acquient who has both TEACH Grants and Loans, and who does not specify or request where to apply the payment, to any bristing Loan accounts	E.
51	FLACH Grant	Payment	between will end and Effect Crants when placesting payments via automatic debu	·
		Name of the second	Seturor will a low borrower's to propay, wit manage any payments that could not be immediately applied to a burrower's feetile and a second. and install burrower's countries of educations of the second and install burrower's countries of educations.	7
>4	TEACH Grant	Paymont	I displayment in stem ved, specifically directed to a TEACH Grant, Service will refund the payment and send a visitor informing the requirent that payments cannot be applied to TEACH Grant, The letter encould also securibe the option of converting the grant to a load, the consequence of doing to and the account the	
55	TEACH Grant	Payment	mergient must take in order for the conversion to take place. Services will not process cash cancellations on TEACH grants. See requirement 5.5 for handling of TEACH.	
5.5 5.0 5.7	TEACH Grant TEACH Grant TEACH Grant	Payment Payment Payment		

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61	TEACH Grant TEACH Grant	Darharge Oraharge	If the respect becomes disabled. In the exact of the grant respiral fixed in	
7000000			Dased on qualifying active duty martary service in excess of the maximum three year suspension period	MATERIAL CONTROL CONTROL OF THE REPORT OF THE PARTY OF TH
63	TEACH Grant	Discharge	pases on day while strike anth weeth service in excess of the washing inter-less inchesion below	Laboration programs to the second of the sec
63.1	TEACH Grant	Discharge	A praint recolumn may retrieve a one year of kohange of his or her service obligation of a scall or order to active duty values as farmore than these years, thou-pear others, or of his or her retrieve congration of call or order to active duty status is for more than four years; three-year distinance of his or her service obligation of a call or order to active duty status is more than five years; or full discharge of his or her scene obligation of a call or order to active duty status more than five years; or full discharge of his or her scene obligation of a call or order to active duty status more than to be present.	
0.0000			A grant respect must provide a written statement form the commanding or personnel differ continging that the grant recipient is on active dute in the Animal Forces of the United States; date which the grant recipient's service began and opported to ord; or a copy of the grant recipient's affects indicate profess and copy of the grant reported in mistary perfection.	
617	TEACH Grant	Discharge	The second section of the second seco	Control of the Contro
6)1	FEACH Grant	District	Based on a request for a mirkay discharge, the service notifies the grant received of the existence of the discharge request. For the portion on the service obligation that remains, the grant recognition remains responsible for fulfilling in a mine service objection.	
64	TEACH Grant	Ostrarge	Service: All discharge "EACH grant upon full/iment al service abligation.	
0.5	TEACH Grant	Useharpe	Servicer will distinguish the 4 Texting pant distillance types on betrower accounts on their servicing system. 14.45 intent of service only attom. 24 sexth. 34 sexth distinguished. 4 melitary service (full distillance or partial distillance that results and fulfillment of service obligation).	
20	Tracu Court		Servicer w Hiprovide financial reporting to FMS	Provide correspondence, screen shots, or website display as applicable to demonstrate
70	1EACH Grant	Accounting	Servicer will provide financial reporting to FMS by uniquely identifying TEACH Grants via the Credit Reform	American of events and processing steps
71	TEACHGONS	Accounting	Code	
7.2	TEACH Grant	Accounting	Servicer will report TEACH Grant disbursements and adjustments and potential interest that account of MS during in school status.	And the state of t
7.1	TEACH Grant	Accounting	Servicer will store all distursement adjustment amounts applied due to adjustments from COD for TEACH. Crants	
3.4	TEACH Grant	Accounting	KIMOVID	
2.5	TEACH Grant	Accounting	Servicer will send a separate transaction to FANS to report interest accrued at the time an applied booking transaction is processed on a burrower account when the effective date of the disbursement in prior to the accound through date on the servicing system for EEACH Grants.	
76	TEACH Grant	Accounting	Service will send a signate transction to MMs to report account interest associated with the posting of a discoveration of stranst on to a personar account of applicable; for all EACH Grain . Service will establish processes to correctly record ultransations, on their database and to post	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
741	TEACH Grant	Accounting	summary transactions to EMS on the same business day they are generated for all TEACH Grant activity.	
262	16ACH GESM	Attourtes	Services will enture every financial transaction that can be applied on TAACH Grants on their system is mapped to a corresponding fall's summary transaction code. Services will ensure that all years or transactions for all ITACH Grant actuals are accordately translated.	
10,000	MACH GRANT	Accounting	image of front the largest subsidiary longer to FAM. Service will ensure every financial transition you've due to FAM. Service will ensure every financial transition you've due to FAM recovert accounts on thee system what also be end as equivalent fill's summary transitions in the same day's GA summary the for postings is 1465.	The state of the s
		Hittoring	Services will provide an audit tradition efficiently links their detailed transactions in the subsidiary	Emmander of the control of the contr
165	TEACH Grant	Accounting	ledger to summarized transactions in FSA's general ledger for all TLACH Grant activity	
766	TEACH GIANT	Accounting	Servicer will ensure that all servicer transactions and FMS summary transactions for all FEACH Grant activity include of fields as required by FMS and all amounts applicable to each transaction type.	İ
161	TEACH Grant	Accounting	Services will send financial data to FMS on a disky, weekly lif applicable) and monthly basis for all disks weekly, and monthly activity that is posted on the servicing system for all TGACII Grant activity.	
7.6.8	TEACH Grant	Accounting	Servicer will use FSA's secure SAIS may be a fa send duly, weekly, and mainthly fies containing TEACH Grant activity to IMM for processing.	
74.9	TEACH Crant	Accounting	Services will use the FMS G/L Survivary file cross with mapping that will be provided by FSA CIG FMS for sending FTACIT Grant activity to FMS.	Land to the second seco
7.6 10	TEACH Grant	Accounting	Service will, on a daily basis, reconcile at daily posting activity at the detail servicing transaction code level to the FARS summary transactions being tent to a MS as the G/s summary tile for TIACH Grants.	
7611	TEACH Grant	Accounting	Services shall perform a reanthly reconcident notwern Servicing Trial balance by Portlabo and FMS trial balance for each individual balance sheet account (balances and activity) for all TEACH Grants.	
	TEACH Grant	Accounting	Servicer will ensure TEACH Grants and TEACH Grants that have been convened to Direct Unsubsidier owns will be reported separately	
7 - 11	I fAÇıı Grant	Accounting	armoter will produce daily cumulative Work in Process reporting by interfacing system/source and by Loan Program for all financial activity associated with TEACH Grants	
15.00-	TEACH Grant		Serveer all produce daily summary posting reports at the internal transaction rode level and action. Fith summary branistion coor level by interfacing system/source and by lain Program for all timescall transaction actively that is applied to betroker accounts on ITACH Grants and sent to IRAS in the daily GRI symmery file.	
			Services will produce monthly summary pooling reports at the internal transaction code level and at the IANS summary transaction code level by interfacing system/source and by soon integran fail at language laternaction actively that was applied to between accounts on TACA Creatis within actively and the second control of Creatis within active to the second control of Creatism and Creatism active to the second control of Creatism active to	

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7.70	TEACH Grant	Accounting	Services will send to FASS both the TGCONV and TLCONV transactions upon conversion of feath grants to leach forms. Upon conversion from Grant to Lean the transactions act are TGCONV far negative PSQ, AMI and MS, AMI for exect building the place hashed at the meet of conversion to reduce the Teach Grant epilone to \$0 (pilon) to an Program TRQ) and equal and effecting TGCONV far posture PSQ, AMI and ISB, AMI to constate the same exect balances as a Teach Case with Lana Program FPC. These offsetting pendio oblates charges must be simultaneous (cannot have balances in both statutes at the same far conversion or convention and the transactions must be expected to FMSs the same far conversion reversals. Upon conversion from Lana Grant the transactions result are TGCONV for posture PSQ. AMI and MSB, AMI for examinations regulate JMSs and the time of conversion to reduce the Teach Loan balance to \$0 (with Lana Program TRQ) and equal and offsetting TGCONV for posture PSQ. AMI and MSB, AMI to restrict the same success to all conversions to reduce the Teach Loan balance to \$0 (with Lana Program TRQ) and equal and offsetting TGCONV for posture PSQ. AMI and MSB, AMI to restrict the same success to all conversions to reduce the Teach Loan balance to \$0 (with Lana Program TRQ) and equal and offsetting TGCONV for posture PSQ. AMI and MSB, AMI to restrict the same success to all conversions to require the Conversions to require the Conversions to require the Conversions to the Conversion to th	
7 80	TEACH Grant	Accounting	Servicer is lisacept disbusymental adjustments received an manual spreadthests from FSA as Uctermined by and/or ser find by CDD for adjustments on Teach Grants that have been identified closing audits or by CDD during post year close out activities.	
790	TEACH GIAN	Accounting	Seris ser will accept disbursement adjustments from COD for Teach Grants after the Grants were consumed to Teach Quans and those learns base been transferred to other services. Services will 1610 at the existing manual spreadsheet process for sending the adjustments on to Other services via 434.	
	İ		terwire will accept disbutsement adjustments from COD for Teach Grains that have been converted to Teach Joans. COD is unwaiter when a Teach Grain had brent converted to Teach Joan and COD had no requirement for accepting enrestining this information from the levelet. Service will accept cookurationed adjustment as Loan Program TPG but will process the disbutement adjustment. Unartications to Quan Program TPL or will process the disbutement adjustment to Loan Program TPG and cover the balliance to loan Program TPG.	
7.10	TEACH Grant	Arcountry	THE POST OF STREET, ASSOCIATION OF STREET, STR	The contraction of the state of
711	FEACH Grant	Accounting	Services will process subsequent disbursements and new disbursements for bottowers under four program TPG only. The Services will not send teach four TEL DISBUR transactions to EMS.	
7.12	TEACH Grant	Accounting	Sensors will womit a COD to FMS reconciliation for teach grants reparate from the COD to FMS reconciliation for direct loans that is currently performed for direct journs received from COD	and a later of the conference of the second of the conference of t
1000		THERE	Servicer will upmit at FMS the DSADD transaction when DMCS informs the servicer of a stead gamb overgayment that was set up in DMCS and the servicer like adjusted the teach grant or teach fain billinete. The servicer will reduce the disbustment amount by the overgayment amount bring serviced by DMCS and adjust accords interest accordingly and submit the DSADDT transaction to FMS for this principal and settless activity.	
7.13	TEACH Grant	Accounting	Servicer will not send to FMS the STATEG transaction as this transaction is to record default status	
7.14	TEACH Grant	Accounting	changes on servicing systems that service both defaulted and non-defaulted laans for which none yet	The same and the s
7.15	TEACH Grant	Accounting	Servicer will include loan program TPG and fund 4790×hV actually for teach grants in all existing accordiations	
2 16.	T(ACH Grain	Accounting	Servicer will include law program TFG transactions and teach grants recoved from COD in all system balancing reporting. The Servicer will address system balancing issues by identifying equal and effecting grantees in the system balancing for Disabilit transactions received as labar program TFG and against and reported to FMS as learn program TFC or as manually transferred wit with loan program.	
117		4	Servicer will tend loan grogram TPG til SNLP and DISADI transactions for MS for teach grant disbursements and outbusement adjorments respectively reteived from COD. Servicer will adjust accurate interest control from the Land with an adjustment (produce interest for a shammand adjustment and microssing interest for an upward adjustment) and report to LMS as IntIACC for INS_ANY Time Servicer will report the accuracy perentul interest on Teach Grants to EMS by sending the IntIACC Invariation under Issue regions.	
adulta a	HACH Grant	Accounting	Services will send the WRTOIF transactions for PDO_AMT and INB_AMT to FMS under took Program	
. 218	1[ACH Grant	Accounting	18G to recort the 4 types of teach grand & charges. Service a directive the Federal Service Loan Transfer File TI ACH Grant Record (Record 13 and Record 23). Lata elements (1844) Grant Records to loan Transfer Files on secondance with the Loan Transfer File Layou.	Provide correspondence, scient short, or writted diplay as applicable to domonistrate
			Version 4.0 use instructions, applicable data field conditional requirements, valid values, formats, and	sequence of events and processing steps
4.0	TEACH Grent	Federal Transfers	definitions	and the control of th
9.0	TEACH Grant	Federal Transfers Consolidation		Provide correspondence, screen shots, or mebale displayes applicable to demonistrate sequence of events and protessing steps
	Same and the		scientings Increase Number 2 and Information requires for town Verification Certification (LVC) requests, restancy (IASM Grant After 71/1/2013, the ITACH Service will refur all FID requires to the FPD service. Upon receipt of a Cender Notification (LVI) from the the TID exervice that a ISACH Grant receipent intends to apply for 1PD discharge, the ITACH Servicer will apply a 120 view suspension on Grant activity.	Provide correspondence, screen shots, or website display as applicable to demonstrate
9.0	TEACH Grant	Consoldation	setimations Issues in Richtly bus payoff information requires for toan Verification Certification (LVC) requests, testuding (IACH Grants After 71/17013), the TIACH Services will refur all TID inquires to the TIPD service. Upon receipt of a tender Notification (LVI) from the the TID servicer that a TIACH Grant request intends to apply for TIPD discharge, the TIACH Services indiapply a 120-vice superpoint on Grant activity. Upon recound a Lender Notification (LVI) from the TIPD services that a TIACH Grant recipent has applied for 140 discharge, the TIACH Services in 140 pages a superpoint on Grant activity.	Irrunde consequenterics, sorem shock, or mebate digitar et applicable la demonstrate sequence of overtil and processing steps. Provide correspondence, screen shock, or writing digitary as applicable to demonstrate.
9.3	TEACH Grant	Consoldation	estimations Enrice in Microlify but payalf information requires for toan Verification Certification (LVC) requests, estading (IASCH Grant) After 71/1/2013, the ITEACH Service wid refer all TID requires to the TPD service. Upon receipt of a Lender volution to LVI from the the TID exervicer that I AUCH Grant recipient intends to apply for TPD discharge, the ITEACH Servicer will apply a 120 des supremion on Grant activity. Upon recound a tender Nainfeation (LVG) from the TPD service that a TRACH Grant respect that applied for TPD discharge, the ITEACH Servicer in it apply a supremion on Grant activity with notified of the options of the rapping with VDL applications.	tronde consequenteria, surem shots, or website digitar as applicable to demonstrate sequence of creats and processing steps. Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps.
10.0	TEACH Grant	Consoldation	setimations Estruction (Estratify but in payall information requires for Loan Verification Certification (LVC) requests, including (1604) Grants. After 71/1/2013, the TEACH Services will refur all TPD inquires to the TPD servicer. Upon recript of a tender Notification (LVI) from the the TPD servicer that a TEACH Grant recogn on intends to apply for TPD discharge, the TEACH Servicer will apply a 120 view superior on Certal activity. Upon recount of a Lender (Estration) (LVI) from the the TPD servicer that a TEACH Grant recognet has applied for TPD discharge, the TEACH Servicer in Lapity a superior on Grant activity with intelligent (LPC options of the range and TPD applied to the Certain view of the range and TPD applied to the Certain view of the range and the LPD servicer in Lapity and the Certain view of the range and a LPD applied to the Certain view of the range and the Unique View of the View of t	tronde consequenteria, surem shots, or website doping at applicable to demonstrate sequence of creats and processing steps. Provide correspondence, screen stocks or website display as applicable to demonstrate sequence of events and processing stops.
9.0 10.0 10.1	TEACH Grant TEACH Grant	Contolidation TPD	performing the control of the payeth information required for toan Verification Certification (VVC) requests, instructing (Lifectury Support Certification (Lifet) (Lifetury Support Certification (Lifetury Support Certifica	tronde consequenteria, surem shots, or website digitar as applicable to demonstrate sequence of creats and processing steps. Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps.
9,3 10,0 10,1 19,1,3 10,7	TEACH Grant TEACH Grant TEACH Grant TEACH Grant TEACH Grant	Concoldaton Teo Teo Teo Teo Teo	setimating Earner of Econoling State of Service will refer a 17th imported the Econoline (EVE) requests, including 16xCH Grants. After 71/1003, the 16xCH Service will refer a 17th imported to the 17th service. Upon receipt of a tender North-Econoline (EVE) from the the 17th service that a 18xCH Grant receipt on tender to apply a 100 via superpose on Grant activity. Upon receipt of a Lender Florification (EVE) from the the 17th service that a TRACH Grant receipent has applied for 17th Garchiery with reference of the receipt and the 17th development of the contemporary of the 17th Service in 18xPs a superpose on Grant activity with reference in 18xPs applied to 17th Garchiery with reference in 18xPs applied to 17th Garchiery of the reference of the receipt and the 18xPs are superposed for a traversifier distribution of the 18xPs are 18xPs and 18xPs are 18xPs and 18xPs are 18xPs and 18xPs are 18xPs and 18xPs are 18xPs and 18xPs are 18xPs and 18xPs are 18xPs and 18xPs are 18xPs and 18xPs are 18xPs and 18xPs are 18xPs are 18xPs and 18xPs are	tronde consequenteria, surem shots, or website digitar as applicable to demonstrate sequence of creats and processing steps. Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps.
9.0 10.0 10.1	TEACH Grant TEACH Grant TEACH Grant	Contoldation TPD TPD	sethences Estruction (Excitafy but a payell information requires for Loan Verification Certification (IVIC) requests, including (Localis). After 71/1/2013, the TEACH Services will refur all TPD inquires to the TPD servicer. Upon receipt of a tender Notification (1/1/2013), the TEACH Service will refur all TPD inquires to the TPD servicer. Upon receipt of a tender Notification (1/1/2013), the TEACH Servicer has a TEACH Grant recipient intends to apply a 1920-48 suppression on Certal activity. Upon receipt of a Lender Fland-ration (1/1/2) from the 1PD servicer that a TEACH Grant recipient has a population IPD discharge, the TEACH Servicer in 1920s a suppression on Grant activity with notified to TEACH Grant IPD discharge, the TEACH Servicer in 1920s a suppression design of the recipient of the payeous of the recipients of the recipient of the recipient of the recipient of the recipient of the recipient of the recipient of the recipient of the recipient of the recipient of the recipient of the recipient of the discharge of the recipient of the discharge approach the servicer will also longer than 1970 discharge approach the servicer will send Grant reformation to the TPD servicer via precipient of the discharge approach the servicer will send Grant reformation to the TPD servicer via precipient of the discharge approach the servicer will send Grant reformation to the TPD servicer via precipients. The TPD servicer via precipients with the 15-tender of the discharge approach the servicer will be precipied as the original of the payer.	tronde consequenteria, surem shots, or website digitar as applicable to demonstrate sequence of creats and processing steps. Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps.
9,3 10,0 10,1 19,1,3 10,7	TEACH Grant TEACH Grant TEACH Grant TEACH Grant TEACH Grant	Concoldaton Teo Teo Teo Teo Teo	setimating Estrace of Executify but payaff information requires for Earn Verification Certification (EVE) requests, instructing (Executify Support Information requires for Earn Verification Certification (EVE) requests, instructing (EVE) in the EVE (EVE) requires to the EVE servicer. Upon receipt of a tender resolution of the EVE of the EVE of EVE o	tronde consequenteria, surem shots, or website digitar as applicable to demonstrate sequence of creats and processing steps. Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps.
99 100 101 101 101 101 101 101 101 101 1	TEACH Grant TEACH Grant TEACH Grant TEACH Grant TEACH Grant	Conteldates 120 120 120 120 120 120 120 12	setimating Estrace will certain but an payelf information requires for toan verification Certification (UVC) requests, instance, all certains to a payelf information requires for toan verification Certification (UVC) requests, instance, all certains are considered as a TEO propose state in TEO servicer. Upon recreased a tender nonficiation (UV) from the the TEO servicer but a TEO Grant request manefal to a poly for TEO discharge, the TEOD Servicer will apply a TEO view superior on Certal statisty. Upon recreased a lender ficialization (UVI) from the TEO service that a TEOF Grant request has applied for TEO discharge, the TEOF territor will apply a subsension on Grant activity with notified of the obscious of the responsis TEO application. Servicer in TEOF Grant Servicer will apply a subsension on Grant activity with notified of the obscious of the responsis TEO application. Servicer in TEOF SERVICE and a Servicer will apply a subsension on Grant activity with notified of the obscious territor of the responsis territor and the toal request for district and a territor of the assessment of the TEOF certains of the Certain subsense due to a request for districted of which are the performance control of TEOF certains of territories and territories are recognified as when the Distriction of the Distriction of the Distriction of the Distriction will be serviced with the Servicer will apply the polytomers will not the Servicer will apply the formation of the TEOF remote minimized amount of the Assessment will be discharged due to distribute transfer the distriction of the discharge approach the servicer will communicate or the TEOF distriction will be discharge approach, the servicer will operate amount of the discharge of the teory will not transfer the discharge of the teory communication of the discharge approach the servicer will recognize approach.	tronde consequenteria, surem shots, or website digitar as applicable to demonstrate sequence of creats and processing steps. Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps.

YEACH Grant Requirements Version 4.0-- November 15, 2014

22	MACH Grant		services will resume active TIAIn Crans territory discission by the FID service that the LEABI (Grant struce policy in wholid be invalided as any time during the Typica politications and included in the services will resume TIAEIH Grant servicing effective the date of the modification in the services will resume TIAEIH Grant servicing effective the date of the modification in the services the results of the translation of the services and report to FIMS as a VARCET to office the original motion of the services will ensure no interest servicial poples during the period it was suscended due to TPO discharge. When services will resume communications with the TIAEIH Grant prospent, including interest interesting the control translation of the services will result on the territorial translation.	
10 6	HACH CIAN	IPO	Servicer will receive northcation from DMCS when a TEACH Grant POVR or a TEACH Grant POVR adjustment	Provide correspondence, screen shors, or website display as applicable to demonstrate
11.6	TEACH Grant	DMCS	in received by OMCS	sequence of ments and processing steps
			Services will receive the amount of the overpayment along with the Loan/Award ID and recipient's SSN	
11.1	1EACH Grant	DMCS	in the natification from DMCS for a TEACH Grant POVR that is received by DMCS	
			Services will receive the amount of the overpayment adjustment along with the Lean/Award ID and	
11.2	TEACH Grant	DMCS	recipient's SSN in the notification from DMCS for a TEACH Grant POVR that a received by DMCS	
11.3	TEACH Grant	DMCV/Accounting	Services will apply financial adjustments to TEACH Grants for TEACH Grant POVA activity received from	
			DMCs. Servicer will adjust the TEACH direct belance downward by the amount of a TEACH Grant PDVA as	The state of the s
11.4	TEACH Grant	DMCS/Accounting	reported by DMCs Senior will adjust the TIACH Grant palance upward or dearnward by the amount of a TIACH Grant	manuscriptory and except when eyes a measurement resistants in the second except and except and
11.5	TEACH Grant	DASCWACCOUNTING	FOVR adjustment as reported by DNCS	E 2 238 40 24 107-4
			Services will use a unique, non-cash adjustment transaction different from a disbursement adjustment	
11.6	TEACH Grant	DMC5/Accounting	transaction (to distinguish receipt from a non-originating source) when adjusting a TEACH Grant	
			Services will use a unique, non-rash adjustment reversal transaction when reversing adjustments that	
11.7	TEACH Grant	DMC1/Accounting	were applied to a TEACH Grant based on a TEACH Grant POVA or TEACH Grant POVA adjustment	1.14 (1. 20) 1.18 (1975) 1875 (1975) 1875 (1975) 1875 (1975) 1875 (1975) 1875 (1975) 1875 (1975) 1875 (1975)
ii.×	TEACH Grant	DMCS/Accounting	berusers will repet the actual adjustments applied to TEACH Grants based on TEACH Grant POVA activity received from DIMCs.	
	TEACH Grant	DMCS/Accounting	Services will provide financial reporting to FMS upon the processing of an adjustment or adjustment reviewable of FEACH Grant due to a TEACH Grant POWR/POWR reversal.	A CONTRACT AND A CONT
			Services will provide system balancing reporting upon the records of TEACH Grant POVA activity from	AND THE RESIDENCE MARKET TO DESCRIPT THE PROPERTY OF THE PRO
11.13	TEACH GIANT	DMCS/Accounting	PMCS	Provide correspondence, screen chats, or website emplay as applicable to demonstrate
120	TEACH Grant	Correspondence	Services will create TEACH correspondence	Sequence of events and processing steps
100	TEACH Grant	Correspondence	Services will provide the ability to regenerate on-domand, any notice that has been previously generated to a TLACH Grant burrower.	Provide correspondence, screen stats, or website display as applicable to demonstrate sequence of greats and processing staps
		Correspondence	between will send correspondence to inform a borrower/recipient of the discharge of his da her	Provide correspondence, screen thats, or website display as applicable to demonstrate
12.7	TEACH Grant	Correspondence	trident loan(s)/([ACH Grant(s)] The Notice of Loan/TACH Grant Discharge correspondence will be sent when a borrower's	sequence of events and processing steps. Provide correspondence, serven shots, or website display as applicable to demonstrate.
12.7	FEACH Grant	Correspondence	freepient's loan is discharged	requence of e-ents and processing steps
12.4	TEACH Grant	Correspondence	The Notice of Loss/TEACH Grant Discharge correspondence will be sent to inform a decrased tecipient's/borrower's extate that the borrower's/respicial's losses time been discharged.	Provide correspondence, screen shors, or ned life display as applicable to demonstrate sequence of events and processing steps
			Servicer will general trained the Notice of Incomplete or Missing Documents when a lean/TEACH Grant	Provide correspondence, screen shots, or website display as applicable to demonstrate
175	TI ACH Grant	Correspondence	holder submits a loan/TEACH Grant for disability discharge with incomplete or missing documentation.	sequence of events and processing steps
12.6	FEACH Grant	Correspondence	Services with generate, send, and provide electronically upon request the TEACH Grant Welcome	Provide correspondence, screen shots, or website display as applicable to demonstrate
	rracii drain	Contractive	Correspondence to TRACH Grant recipients Service: will supply the following Enanciat information on unitial and subsequent TEACH Grant	requence of events and processing steps
12.7	SEACH Grant	Carreson-cunter	We'come Correspondence School, Disbursement Amount, Most Recent Date Disbursed, Potential Fixed Intelest Rate, and adjustment activity from the recent of the disbursement until it is generated.	Provide correspondence, so ren shots, or website display as applicable to demonstrate sequence of events and processing steps
17.8	IFACH Grant	Correspondence	Service: will initial serven on the FAACH Grant Verkome Correspondence that will advise TAACH Grant recipients of their teaching obligations and provide them with general TEACH Grant Program. Information stanging with contact information.	Provide correspondence, screen shots, or mebsite display as applicable to demonstrate sequence of events and processing steps
	t constraint		herriter will generate the 16 ACH Grant Westome Correspondence when a new disbursement for a	
			new TEACH Grant is received by the servicer, tolknaing the servicer's receigt of the disbursement.	Provide correspondence, screen whots, or website driplay as applicable to demonstrate sequence of events and processing steps
12.9	TEACH GIANT	Carrespondence	activity, and when a subsequent disbursement for an existing TLACH Grant is received. Servicer will generate and send the TEACH Grant Onbursement Adjustment Made Correspondence to	
12.10	TEACH Grant	Correspondence	1EACH Grant reopent	sequence of events and processing steps
12.11	TEACH Grant	Carrespondence	Servicer will generate and send the TEACH Grant Disbutsement Date Change Cerrespondence to IEACH Grant recipients.	Provide correspondence, screen shots, or website display as applicable to demonstrate
22.12.20.17.2	k		Servicer will send the Annual Certification Request Form to TEACH Grant recipients	sequence of events and processing steps. Frovide correspondence, acreen shots, or website display as applicable to demonstrate.
12 12	TEACH Grant	Correspondence		sequence of events and processing steps
	35.2		For grant reducents who did not complete the program for which they recoved a TEACH Gram: if the recipient does not certify that he or his a teathing, or that he or she a not reaching but intends to I/I is the service objection, another notice will be sent 170 days after separation warming the recipient that the grant will converte a loan.	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
1211		Correspondence	For grant respects whold first complete the program for which they receive a TEACH Grant! If certification has not been received by the 190th day after separation, the grant will be conscited to a loan on a motion will be part to the between	Provide correspondence, scieen shats, or website display as applicable to demonstrate sequence of events and processing steps
		Correspondence	terrices with send the Consequence foliuse to Realfrin 102-(1) TEACH Cronnic) distributed in Data No. correspondence to inform the borrower/recovers of the consequences of falling to realfirm a	Provide correspondence, screen shots, or webute display as applicable to demonstrate sequence of events and processing stops
			Services will send the Annual Certification Request for Additional Information motice to FEACH Gran respients when an annual certification has been dened and/or when additional information is	Provide correspondence, creen shocs, or wrus no displa, as applicable to demonstrate sequence of events and groups steps
12.16	HACH GIAM	Loriespagnenie	Service will send the TEACH Grant interest hotics correspondence to notify the recigient of the total patential interest that has account from the date of distorsement at quarter end, and list the TEACH	Provide correspondence, screps whats, or website display as applicable to demonstrate sequence of events and processing steps
12.17	TEACH Grant	Correspondence	Grant actions on the recipient's account during that quarter	THE STATE OF THE PERSON AND ADDRESS OF THE PERSON ADDRESS OF THE PERSON AND ADDRESS OF THE PERSON AND ADDRESS OF THE PERSON AND ADDRESS OF THE PERSON AND ADDRESS OF THE PERSON AND ADDRESS OF THE PERSON AND ADDRESS OF THE PERSON AND ADDRESS OF THE PERSON AND ADDRESS OF THE PERSON ADDRESS OF THE PERSON ADDRESS OF THE PERSON ADDRESS OF THE PERSON ADDRESS OF THE PERSON AND ADDRESS OF THE PERSON ADDRESS OF THE PERSON ADDRESS OF THE PER
13.0	! HACH Grant	Hepothing/NSLDS	. Hemoved	
13.1	TIACH Grant	Apparting/NSLOS	Removed	

TEACH Grant Requirements Version 4.0-November 25, 2014

11.1	TEACH Grant	Reperting/NSLDS	Servicer will report to NSLOS when TEACH Grants have been converted into Diract Unsubsidized Loans in accordance with the most current Federal Loan Servicer Data Provider Instruction (DRI).	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of exents and processing steps
13.4	TEACH Grant	Reporting/NSLDS		Provide correspondence, screen shors, or website display as applicable to demonstrate sequence of exents and processing stops
13.5	TEACH Grant	keycronz/NSLDS		Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
136	TEACH Grant	Reporting/NSLDS	Services will report to ASLDS when TLACH Grants have been remarked from FPD in accordance with the import current Federal toan Sen, cere Data Provider Instructions (DP)	Provide correspondence, screen shots, or website display as applicable to demonits ate sequence of events and processing steps
12.7	TEACH Grant	- Acountme/NSLDS	Sender will report to NSLDS when TEACH Grants that have been converted to Direct United dized Loans have been reinstand from FPD in accordance with the roost current Federal Loan Servicer Data Provided instructions (DPI).	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
13.8	TEACH Grant	Hepother/Ops	Servicer shall capture and report the total number of TEACH grants to the Department on a monthly basis and ad hoc as requested by FSA.	Provide sample report.
13.9	TEACH Grant	Reporting/Opt	Servicer shall capture and report the total number of TEACH grant reporents to the Degarithment on a monthly basis and ad high averagemented by FSA.	Provide sample report
13.10	TEACH Grant	Reputing/Ops	Services shall capture and report the total number of TEACH grants convented to loans to the Department on a monthly basis and ad his as requested by FSA.	Provide sample report
13.11	TEACH Grant	Reparkeg/Ops	Not contability output and recent the toroid subject of TEACH in an interest to the Property out as a searth.	Provide sample report
13.12	TEACH Grant	Reporting/Ops	fervier shall capture and report the duration of service completed (0,1,1,3), or Ayears for all TAACH grant recipients to the Department on a monthly axis and ad hoc as requested by FSA. A recipient may be counted more than once if has more than one award.	Frande sample report.
13.13	TEACH Grant	Regardin U 'Ops	Servicer shall capture the recupent's teaching location, including the school/ficest education agency, and State where the recipient is teaching and report only at FSA request. Nater-a recipient may be counted imple than once if teaching at a different location in subsequent years.	
13.14	TEACH Grant	Septiming/Ope	Services shall east use the number of responsis by subject taught (se. 11) lidingual education and English language arous selon, (2) foreign is inquage, (3) Mathematics (3) reading specials (1)) Stemes, (6) Special lang (3) Other Renned Feld) and respon only an FSA request. Note-a responsingly be counted insize than content detailing a ufficient qualifying subject on substances (years).	Floride sample report
14 15	TEACH Grant	Reporting/Out	Servicer shall capture and report the number of 1EACH grant recisients who have requested a period of Exspection and report only at ESA request.	Provide sample report
140	TLASH Grant	Web	Servicer will provide the ability for recipient to access TEACH Grant information electronically.	Provide correspondence, screen shots, or website display as applicable to demonstrate requires of evants and processing steps
14.1	Trace Cram	Web	Survey whelew a request to certify intent to solidy limitor TEACH Grant service obligation(s) via the service would be	Martin de la companya del companya del companya de la companya de

SCHEDULE Continued						
ITEM NO.	SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE \$	AMOUNT \$	
	Contracting Officer: Karen Gibson, 202-377-4381, karen.gibson@ed.gov					
	Primary Contracting Officer Representative: Tammy Connelly, 202.377.3298, tammy.connelly@ed.gov					
	Alternate Contracting Officer Representative(s): Lynn Smith, 202-377-3577, lynn.smith@ed.gov Patrice Washington, (202) 377-3845, Patrice.Washington@ed.gov					
	Primary Technical Point of Contact: None					
	Alternate Technical Point of Contact(s): None					

			Employed ill accord and accord TEACH Co. 11.	Provide correspondence, screen shots, or website display as applicable to demonstrate
1.0	TEACH Grant	Accept & Process	Servicer will accept and process TEACH Grant transaction data received from COD.	sequence of events and processing steps
1.1	TEACH Grant	Accept & Process	Servicer will accept TEACH Grant transaction data received in exclusive transmission files using a unique interface ID received from COD.	
1.2	TEACH Grant	Accept & Process	Servicer will process TEACH Grant transaction data contained in transmission files received from COD.	
1.3	TEACH Grant	Accept & Process	Servicer will send acknowledgement and error transactions to COD when TEACH Grant transaction data is processed	
			Servicer will accept and process amount adjustments and apply disbursement date changes on TEACH Grant disbursements based on disbursement adjustment transactions received from COD	
1.4	TEACH Grant	Accept & Process	Servicer will load TEACH Grants	Provide correspondence, screen shots, or website display as applicable to demonstrate
2.0	TEACH Grant TEACH Grant	Load Load	Servicer will uniquely identify and track separately TEACH Grants from Direct Loans.	sequence of events and processing steps
		0.5	Servicer will uniquely identify TEACH Grants while the recipient is in an In School status.	
2.2	TEACH Grant TEACH Grant	Load Load	Servicer will track TEACH Grants with different separation dates separately.	
2.4	TEACH Grant	Load	Servicer will assign same interest rate as Direct Unsubsidized Stafford Loans to TEACH Grants based on grant disbursement date.	
			Servicer will accrue "potential" interest from the disbursement date of record for TEACH Grants.	
2.5	TEACH Grant	Load		Provide correspondence, screen shots, or website display as applicable to demonstrate
3.0	TEACH Grant	Service	Servicer will service TEACH Grants while grant recipients are in school.	sequence of events and processing steps
3.1	TEACH Grant	Service	Servicer will notify TEACH Grant recipients at least quarterly about the amount of interest that has accrued on their TEACH Grant disbursements and the obligation to repay that interest along with the amount disbursed if they fail to fulfill their teaching obligations.	
3.2	TEACH Grant	Service	Servicer will calculate interest from the grant disbursement date at the same rate as Direct Unsubsidized Loan.	
3.3	TEACH Grant	Service	Servicer will NOT accept payments for TEACH Grants while in grant status. If a payment is received during grant status, the payment is returned to the recipient with notification as to why the payment cannot be applied; a TEACH Grant payment cannot be applied to any other loans.	
3.4	TEACH Grant	Service	TEACH Grant refunds shall be included in monthly reconciliation reporting	
3.5	TEACH Grant	Service	A grant recipient can request a TEACH Grant be converted to a Direct Unsubsidized Loan at anytime	
3.6	TEACH Grant	Service	Servicer will service TEACH Grants upon a grant recipient's graduation or separation.	Provide correspondence, screen shots, or website display as applicable to demonstrat sequence of events and processing steps
	1		A TEACH Grant recipient must complete a service obligation for each program of study for which they	requence of events and processing steps
3.6.1	TEACH Grant	Service	received a TEACH Grant	
3.6.2	TEACH Grant	Service	Servicer will track service obligation periods for each TEACH Grant-eligible program of study (undergraduate versus graduate with different separation dates) separately.	
3.6.3	TEACH Grant	Service	Servicer will manage the certification process for a grant recipient that has graduated or separated from the TEACH Grant eligible program of study and has not started teaching.	
3.7	TEACH Grant	Service	Grant recipients must certify, within 120 days of completing or otherwise ceasing to be enrolled in the program for which they received a TEACH Grant, that (1) they are performing qualifying teaching service, or (2) they are not yet teaching, but intend to fulfill the service obligation.	Provide correspondence, screen shots, or website display as applicable to demonstrat sequence of events and processing steps
3.7.1	TEACH Grant	Service	This requirement applies both to students who completed the program as well as to students who left the program before completing it. For students who completed the program for which they received a TEACH Grant, but who have not yet begun teaching, there is a requirement to annually certify their intent to fulfill the service obligation. This annual certification requirement applies only to students who completed the program for which they received a TEACH Grant.	
3.8	TEACH Grant	Service	Servicer will send a notice to grant recipients 75 days after separation, reminding them to submit the required certification within 45 days (by day 120).	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
3.9	TEACH Grant	Service	For grant recipients who did not complete the program for which they received a TEACH Grant:	Provide correspondence, screen shots, or website display as applicable to demonstrat
3.9	TEACH Grant	Service	If the student does not certify that he or she is teaching, or that he/she is not teaching but intends to fulfill the service obligation, another notice will be sent 120 days after separation	sequence of events and processing steps
3.9.1	TEACH Grant	Service	warning the recipient that the grant will convert to a loan.	
3.9.2	TEACH Grant	Service	If certification has not been received by the 150 th day after separation, the grant will be converted to a loan and a notice will be sent to the borrower.	
			The servicer must have the capability of adjusting the start date of the 8-year clock for a student if we (FSA) determine that a particular student ceased enrollment in a TEACH-eligible	
3.9.3	TEACH Grant	Service	program prior to ceasing enrollment at the school (exception process).	
			For grant recipients who COMPLETED the program for which a TEACH Grant was received, but have not begun teaching, loan conversion occurs if they do not annually certify their intent to	
3.9.4	TEACH Grant	Service	fulfill the service obligation.	Provide correspondence, screen shots, or website display as applicable to demonstrat
3.10	TEACH Grant	Service	Servicer will manage the TEACH Grant Certification Process for a recipient that has not started teaching.	sequence of events and processing steps
			Servicer will track and store a record of each academic year a TEACH Grant recipient responds to the certification request that they are not yet teaching, but intend to fulfill his/her TEACH Grant service	
3.10.1	TEACH Grant	Service	obligations. If a TEACH Grant recipient graduates, servicer will send the initial Annual Certification Cover Letter	
3.10.2	TEACH Grant	Service	along with the Annual Certification Request Form to the TEACH Grant recipient a minimum of 30 days prior to the certification due date.	
3.10.3	TEACH Grant	Service	Servicer will send the Annual Certification Request Form to a TEACH Grant recipient annually.	
3.10.4	TEACH Grant	Service	Servicer will convert a recipient's TEACH Grants into Direct Unsubsidized Loans when no response has been received within 30 days of the date the Final Certification Request is sent. Servicer will send the TEACH Grant Conversion Confirmation notice to recipient in this event.	
3.10.5	TEACH Grant	Service	Servicer will send a follow-up certification letter to a TEACH Grant recipient when no response has been received in 30 days or less following the generation of the Annual Certification Request.	
3.10.6	TEACH Grant	Service	Servicer will send a final certification request to a TEACH Grant recipient when no response has been received in 30 days or less following the generation of the follow-up certification request.	
3.10.7	TEACH Grant	Service	REMOVED Services will service TEACH Grants while Recipients are Completing their Service Obligation once employed as	Provide correspondence screen shots or wahite displayer applicable to demonstrate
3.11	TEACH Grant	Service	Servicer will service TEACH Grants while Recipients are Completing their Service Obligation once employed as a teacher.	sequence of events and processing steps

3.11.1	TEACH Grant	Service	Servicer will collect and track annually evidence of teaching for each academic year of service from the grant recipient. The annual certification date will be one year from the recipient's separation date.	
3.11.2	TEACH Grant	Service	Servicer will track and store the subject(s) a TEACH Grant recipient is teaching (i.e. (1) Bilingual education and English language acquisition; (2) Foreign Language; (3) Mathematics; (4) Reading specialist; (5) Science; (6) Special education; and (7) Any other field that has been identified as high-need by the Federal Government, a State government, or a local education agency (LEA), and approved by the Secretary and listed in the U.S. Department's annual Teacher Shortage Area Nationwide Listing (Nationwide List).	
3.11.2	TEXCH Grant	Service	Upon completion of each academic year of service, the grant recipient must submit certification by a chief	Provide correspondence, screen shots, or website display as applicable to demonstrate
3.12	TEACH Grant	Service	administrative officer of the school or educational service agency.	sequence of events and processing steps
3.12.1	TEACH Grant	Service	Grant recipient must serve in a federally designated low-income school. A school qualifies as low- income in subsequent years for the purpose of completing service obligations; if the school that the recipient is teaching at meets the requirements of a low-income school during the first year of employment and fails in subsequent years.	
			Grant recipient must teach in a high-need field. A field is considered high-need as listed in the	
3.12.2	TEACH Grant	Service	Department's annual Teacher Shortage Area Nationwide Listing (Nationwide List)	
		1200.000	A grant recipient may satisfy the requirement to teach in a high-need field if he or she (1) teaches in a field designated as high-need in the Nationwide list for the state in which the grant recipient is teaching at the time he or she begins teaching, or (2) beginning with the 2010-2011 school year, teaches in a field that was designated as high-need in the Nationwide List for the state in which the grant recipient is teaching for any award year in which the student received a TEACH Grant, even if the high-need field is no longer designated as high-need for that state when the grant recipient begins teaching.	
3.12.3	TEACH Grant	Service	Grant recipient must serve as a full-time teacher for a total of 4 academic years within an 8 year	
3.12.4	TEACH Grant	Service	timeframe. Grant Recipient is teaching part-time at two qualifying schools during an academic year and can	
3.12.5	TEACH Grant	Service	demonstrate that the combined teaching was equivalent of full-time.	
			Servicer will count the following situations as a full academic year when considering the completion of TEACH Grant service requirements, if the recipient completes at least one-half of an academic year and the school employer considers the recipient to have fulfilled their contractual obligation for the full academic year, athough the recipient is unable to complete the full academic year of teaching	
3.12.6	TEACH Grant	Service	because: Of a condition that is a qualifying reason for leave under the Family and Medical Leave Act	
3.12.6.1	TEACH Grant	Service	(FMLA) See 34 CFR 686 40(e)(1). A call or order to active duty status for more than 30 days in connection with a war, military.	
3.12.6.2	TEACH Grant	Service	operation, or national emergency. Servicer will adjust a recipient's TEACH Grant Service Obligation Tracking Period End Date by the number of	Provide correspondence, screen shots, or website display as applicable to demonstrate
3.13	TEACH Grant	Service	months spent in a Tracking Suspense.	sequence of events and processing steps
			When a recipient has completed or separated from their TEACH Grant eligible program, servicer shall allow a TEACH Grant recipient the ability to suspend the tracking of their eight-year teaching	Provide correspondence, screen shots, or website display as applicable to demonstrate
3.14	TEACH Grant	Service	obligation period as a result of one of the following conditions:	sequence of events and processing steps
			Enrollment in another TEACH Grant-eligible program (example: graduate program) or enrollment in a program that has been determined by a state to satisfy the requirements for certification/licensure to teach in the state's elementary or secondary schools.	
3.14.1	TEACH Grant	Service	A condition that is a qualifying reason for leave under the Family and Medical Leave Act (FMLA)	
3.14.2	TEACH Grant	Service	See 34 CFR 686.40(e)(1). A call or order to active duty status for more than 30 days in connection with a war, military	
3.14.3	TEACH Grant	Service	operation, or national emergency.	
			This suspension of tracking the obligation period will be granted in one year increments, but cannot exceed six years (3 years combined for qualifying enrollment/qualifying FMLA, and 3 years for military service). A grant recipient who has completed or who has otherwise ceased enrollment in a TECH Grant eligible program for which he or she received TEACH Grant funds and has exceeded the maximum three year suspension period allowed for military service may qualify for a proportional discharge of his or her service obligation due to an extended call or order to active duty status. A grant recipient, who meets this condition, must apply for a military discharge in writing.	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
3.15	TEACH Grant	Service	The grant recipient must request a suspension of the period for completing the service	
3.15.1	TEACH Grant	Service	obligation prior to being subject to any of the conditions that would cause the grant to be converted to a loan.	
			Servicer will allow TEACH Grant recipients to suspend tracking of their teaching obligation due to military service for no more than a total of three years (separate from the combined maximum 3-year allowance for enrollment in an eligible program of study or for conditions that	
3.15.2	TEACH Grant	Service	qualify for leave under the Family Medical Leave Act (FMLA)).	
3.15.3	TEACH Grant	Service	Servicer will inform TEACH Grant recipients that tracking of their teaching obligation can be suspended for no more than a total of three years for military service.	
			Servicer will require TEACH Grant recipients to request suspension of their teaching obligations, in writing, prior to one of the conditions that could cause their TEACH Grants to be converted	
3.15.4	TEACH Grant	Service	into Direct Unsubsidized Loans.	
3.15.5	TEACH Grant	Service	Servicer will inform TEACH Grant recipients that suspension of their teaching obligations must be requested, in writing, prior to one of the conditions that could cause their TEACH Grants to be converted into Direct Unsubsidized Loans.	
			Servicer will suspend the tracking of a recipient's eight-year Service Obligation Tracking Period as a result of an approved Suspension Request (suspension to be granted in 1-year	
3.15.6	TEACH Grant	Service	increments). Servicer will limit the application of a Suspension to six years (3 years combined for qualifying	
3.15.7	TEACH Grant	Service	enrollment/qualifying FMLA, and 3 years for military service).	
3.15.8	TEACH Grant	Service	Servicer will uniquely identify TEACH Grant recipients who have received a Tracking Suspension	
	TEACH Grant	Service	Servicer will evaluate a TEACH Grant recipient's ability to satisfy his/her TEACH Grant service obligations.	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
3.16	12		Servicer will evaluate the TEACH Grant recipient's ability to satisfy his/her TEACH Grant service	R. T. C.
3.16				
3.16	TEACH Grant	Service	obligation starting at the beginning of the 5th year from the TEACH Grant Service Obligation Tracking Period Start Date and annually thereafter. Servicer will determine whether or not it is possible for a TEACH Grant recipient to satisfy his/her	

3.16.3	TEACH Grant	Service	Certification of a recipient's intent to TEACH will initiate conversion if there is no longer enough time remaining to satisfy the 4 year teaching agreement by the service obligation end date.	
			Servicer will convert TEACH Grants into Direct Unsubsidized Loans for a recipient who has been determined to not be able to satisfy his/her TEACH Grant service obligations within the remaining time	
3.16.4	TEACH Grant	Service	frame. Servicer will send the TEACH Grant Conversion Confirmation notice to notify a TEACH Grant recipient when	Provide correspondence, screen shots, or website display as applicable to demonstrate
3.17	TEACH Grant	Service	his/her TEACH Grants are converted into Direct Unsubsidized Loans.	sequence of events and processing steps
3.18	TEACH Grant	Service	Servicer will validate a TEACH Grant recipient's teaching service to determine if they have been satisfied according to the Agreement to Serve (ATS).	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
3.19	TEACH Grant	Service	Servicer will uniquely identify TEACH Grants where the recipient has satisfied his/her TEACH Grant service obligations in accordance with the Agreement to Serve (ATS).	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
			Servicer will confirm that all service requirements have been satisfied for TEACH Grant service obligations. [NO prorated forgiveness will be given as the TEACH Grant recipient is required to meet all TEACH Grant service obligations as outlined in the Agreement to Serve (ATS).	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
3.20	TEACH Grant	Service	Service using attorns as outsined in the Agreement to serve (At 3). Servicer will conclude certification and tracking activities when a TEACH Grant recipient has satisfied his/her	Provide correspondence, screen shots, or website display as applicable to demonstrate
3.21	TEACH Grant	Service	TEACH Grant service obligations.	sequence of events and processing steps
3.22	TEACH Grant	Service	as the TEACH Grant recipient is required to meet all TEACH Grant service obligations outlined in the Agreement to Serve (ATS).	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
3.23	TEACH Grant	Service	Upon a recipient's satisfaction of his/her service obligation, the Servicer will generate a unique financial accounting transaction to FMS to report the reduction of the TEACH Grant balance to zero for the principal and interest amount fields.	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
3.24	TEACH Grant	Service	Servicer will report TEACH Grants with a satisfied status to NSLDS.	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
3.25	TEACH Grant	Service	Servicer will send the TEACH Grant Service Obligation Notice-Satisfied Confirmation notice when recipient has satisfied his/her service obligation.	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
			Servicer will send the TEACH Grant Service Obligation Notice-Request for Additional Information notice when	Provide correspondence, screen shots, or website display as applicable to demonstrate
3.26	TEACH Grant	Service	additional information is needed to determine if the recipient has satisfied his/her service obligation.	sequence of events and processing steps
3.27	TEACH Grant	Service	Servicer will generate a unique financial accounting transaction to FMS to report the reversal of a TEACH Grant that was previously reported as satisfied to restore the balance for the principal and amount fields.	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
4.0	TEACH Grant	Conversion & Un- Conversion	Servicer will convert TEACH Grants into Direct Unsubsidized Loans.	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
4.1	TEACH Grant	Conversion & Un- Conversion	Servicer will convert a TEACH Grant to a Direct Unsubsidized Loan (TEACH) when a TEACH Grant recipient fails to carry out their service obligations.	
4.2	TEACH Grant	Conversion & Un-	The sum of the amounts of any TEACH Grants shall be converted to a Direct Unsubsidized Loan subject to repayment including interest accrued from the date of the grant disbursement.	
4.3	TEACH Grant	Conversion & Un- Conversion	Servicer will convert a TEACH Grant to a Direct Unsubsidized Loan when a grant recipient:	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
4.3.1	TEACH Grant	Conversion & Un-	Requests conversion	Sequence of events and processing steps
		Conversion Conversion & Un-	Fails to certify within 120 days of ceasing enrollment prior to completing the TEACH Grant eligible	
4.3.2	TEACH Grant	Conversion Conversion & Un-	program. Within one year of ceasing enrollment prior to completing the TEACH Grant eligible program has not re-enrolled in a TEACH Grant eligible program, begun creditable teaching service or been determined eligible for a tracking suspension of the eight-year obligation period.	
4.3.3	TEACH Grant	Conversion Conversion & Un-	Completes a TEACH Grant eligible program but fails to certify annually intention to satisfy service	
4.3.4	TEACH Grant TEACH Grant	Conversion Conversion & Un- Conversion	agreement. Completes a TEACH Grant eligible program but fails to begin or maintain qualified employment within the timeframe to meet the eight-year obligation period	
4.4	TEACH Grant	Conversion & Un-	Once a TEACH Grant has been converted to a Direct Unsubsidized loan (TEACH), the same business rules for Direct Unsubsidized Loans will apply. When a Direct Unsubsidized Loan (TEACH) becomes greater than 360 days delinquent, the loan shall be transferred to DMCS.	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
4.5	TEACH Grant	Conversion & Un- Conversion	A TEACH Grant converted to a Direct Unsubsidized loan can be consolidated. A TEACH Grant in grant status cannot be consolidated.	
4.6	TEACH Grant	Conversion & Un-	Once a TEACH Grant is converted to a Direct Unsubsidized Loan (TEACH), it cannot be converted back to a grant unless it is an exception granted by FSA. A grant recipient whose TEACH Grant is converted to a loan receives a 6-month grace period before entering repayment.	
4.7	TEACH Grant	Conversion & Un- Conversion	TEACH Grants converted to Direct Unsubsidized Loans (TEACH) shall be serviced as any other Direct Loan	
4.8	TEACH Grant	Conversion & Un- Conversion	TEACH Grants converted to Direct Unsubsidized Loans (TEACH) shall not be included in the borrower's annual loan limit or in the aggregate loan limit.	
4.9	TEACH Grant	Conversion & Un-	Servicer will include Direct Unsubsidized Loans (TEACH) in a borrower's total indebtedness when determining repayment plan eligibility and calculating payments.	
4.10	TEACH Grant	Conversion & Un-	Direct Unsubsidized Loans (TEACH) shall not be considered for the purpose of calculating and applying cohort default rates.	
5.0	TEACH Grant	Payment	conort default rates. Servicer will apply borrower payments	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
5.1	TEACH Grant		Servicer will not apply borrower payments to TEACH Grants and will not apply any payments received specifically directed to a TEACH Grant to any of the recipient's other loans.	F
3.1	TEACH Grant	Payment	Servicer will apply payment received from a Borrower/Recipient who has both TEACH Grants and Loans, and	
	1	Payment	who does not specify or request where to apply the payment, to any existing Loan accounts.	
5.2	TEACH Grant		Servicer will exclude TEACH Grants when processing payments via automatic debit.	18
5.2 5.3	TEACH Grant TEACH Grant	Payment	7	
		Payment Payment	Servicer will allow borrowers to prepay, will manage any payments that could not be immediately applied to a borrower's/recipient's account, and initiate borrower/recipient refund requests.	
5.3	TEACH Grant TEACH Grant	Payment	Servicer will allow borrowers to prepay, will manage any payments that could not be immediately applied to	
5.3	TEACH Grant		Servicer will allow borrowers to prepay, will manage any payments that could not be immediately applied to a borrower's/recipient's account, and initiate borrower/recipient refund requests. If a payment is received, specifically directed to a TEACH Grant, Servicer will refund the payment and send a letter informing the recipient that payments cannot be applied to TEACH Grants. The letter should also describe the option of converting the grant to a loan, the consequences of doing so, and the actions the	

6.1	TEACH Grant	Discharge	If the recipient becomes disabled.	
6.2	TEACH Grant	Discharge	In the event of the grant recipient's death	
6.3	TEACH Grant	Discharge	Based on qualifying active duty military service in excess of the maximum three year suspension period	
6.3.1	TEACH Grant	Discharge	A grant recipient may receive a one year discharge of his or her service obligation if a call or order to active duty status is for more than three years; two-year discharge of his or her service obligation if a call or order to active duty status is for more than four years; three-year discharge of his or her service obligation if a call or order to active duty status is more than five years; or full discharge of his or her service obligation if a call or order to active duty status is more than six years.	
			A grant recipient must provide a written statement from the commanding or personnel officer certifying that the grant recipient is on active duty in the Armed Forces of the United States; date which the grant recipient's service began and expected to end; or a copy of the grant recipient's official military orders and copy of the grant recipient's military identification.	
6.3.2	TEACH Grant	Discharge	oricial minitary orders and copy of the grant recipient's initiary identification,	
6.3.3	TEACH Grant	Discharge	Based on a request for a military discharge, the servicer notifies the grant recipient of the outcome of the discharge request. For the portion on the service obligation that remains, the grant recipient remains responsible for fulfilling his or her service obligation.	
6.4	TEACH Grant	Discharge	Servicer will discharge TEACH grant upon fulfillment of service obligation.	
6.5	TEACH Grant	Discharge	Servicer will distinguish the 4 Teach grant discharge types on borrower accounts on their servicing system. 1-fulfillment of service obligation 2-death 3-disability, and 4-military service (full discharge or partial discharge that results in fulfillment of service obligation)	
7.0	TEACH Grant	Assounting	Servicer will provide financial reporting to FMS	Provide correspondence, screen shots, or website display as applicable to demonstrate
7.0	TEACH Grant	Accounting	Servicer will provide financial reporting to FMS by uniquely identifying TEACH Grants via the Credit Reform	sequence of events and processing steps
7.1	TEACH Grant	Accounting	Code.	
7.2	TEACH Grant	Accounting	Servicer will report TEACH Grant disbursements and adjustments and potential interest that accrues to FMS during in school status. Servicer will store all disbursement adjustment amounts applied due to adjustments from COD for TEACH.	
7.3	TEACH Grant	Accounting	Grants.	
7.4	TEACH Grant	Accounting	REMOVED	
7.5	TEACH Grant	Accounting	Servicer will send a separate transaction to FMS to report interest accrued at the time an applied booking transaction is processed on a borrower account when the effective date of the disbursement is prior to the accrued through date on the servicing system for TEACH Grants.	
7.6	TEACH Grant	Accounting	Servicer will send a separate transaction to FMS to report accrued interest associated with the posting of a disbursement transaction to a borrower account (if applicable) for all TEACH Grants. Servicer will establish processes to correctly record all transactions on their database and to post	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
7.6.1	TEACH Grant	Accounting	summary transactions to FMS on the same business day they are generated for all TEACH Grant activity.	
7.6.2	TEACH Grant	Accounting	Servicer will ensure every financial transaction that can be applied on TEACH Grants on their system is mapped to a corresponding FMS summary transaction code.	
7.6.3	TEACH Grant	Accounting	Servicer will ensure that all servicer transactions for all TEACH Grant activity are accurately translated (mapped) from the Servicer's subsidiary ledger to FMS.	
7.6.4	TEACH Grant	Accounting	Servicer will ensure every financial transaction posted on TEACH Grant recipient accounts on their system shall also be sent as equivalent FMS summary transactions in the same day's G/L summary file for posting in FMS.	
			Servicer will provide an audit trail that efficiently links their detailed transactions in the subsidiary	
7.6.5	TEACH Grant	Accounting	ledger to summarized transactions in FSA's general ledger for all TEACH Grant activity.	
7.6.6	TEACH Grant	Accounting	Servicer will ensure that all servicer transactions and FMS summary transactions for all TEACH Grant activity include all fields as required by FMS and all amounts applicable to each transaction type.	
7.6.7	TEACH Grant	Accounting	Servicer will send financial data to FMS on a daily, weekly (if applicable) and monthly basis for all daily, weekly, and monthly activity that is posted on the servicing system for all TEACH Grant activity.	
7.6.8	TEACH Grant	Accounting	Servicer will use FSA's secure SAIG mailbox to send daily, weekly, and monthly files containing TEACH Grant activity to FMS for processing.	
7.6.9	TEACH Grant	Accounting	Servicer will use the FMS G/L Summary File crosswalk mapping that will be provided by FSA CFO FMS for sending TEACH Grant activity to FMS.	
7610	TEACH COOL	Accounting	Servicer will, on a daily basis, reconcile all daily posting activity at the detail servicing transaction code level to the FMS summary transactions being sent to FMS in the G/L summary file for TEACH Grants.	
7.6.10	TEACH Grant	Accounting		
7.6.11	TEACH Grant	Accounting	Servicer shall perform a monthly reconciliation between Servicing Trial Balance by Portfolio and FMS trial balance for each individual balance sheet account (balances and activity) for all TEACH Grants.	=
7.6.12	TEACH Grant	Accounting	Servicer will ensure TEACH Grants and TEACH Grants that have been converted to Direct Unsubsidized Loans will be reported separately.	
			Servicer will produce daily cumulative Work in Process reporting by interfacing system/source and by Loan Program for all financial activity associated with TEACH Grants.	
7.6.13 7.6.14	TEACH Grant TEACH Grant	Accounting Accounting	Servicer will produce daily summary posting reports at the internal transaction code level and at the FMS summary transaction code level by interfacing system/source and by loan Program for all financial transaction activity that is applied to borrower accounts on TEACH Grants and sent to FMS in the daily G/L summary file.	
7.6.15	TEACH Grant	Accounting	Servicer will produce monthly summary posting reports at the internal transaction code level and at the FMS summary transaction code level by interfacing system/source and by Loan Program for all financial transaction activity that was applied to borrower accounts on TEACH Grants within each month, including all interest accruals.	

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7.70	TEACH Grant	Accounting	Servicer will send to FMS both the TGCONV and TLCONV transactions upon conversion of teach grants to teach loans. Upon conversion from Grant to Loan the transactions sent are TGCONV for negative PBO_AMT and IRB_AMT for exact outstanding loan balance at the time of conversion to reduce the Teach Grant balance to 50 (with Loan Program TPG) and equal and offsetting TLCONV for positive PBO_AMT and IRB_AMT to reinstate the same exact balances as a Teach Loan with Loan Program TPL. These offsetting portfolio balance changes must be simultaneous (cannot have balances in both statuses at the same time on the servicing system) and the transactions must be reported to FMS at the same time. The same for conversion reversals. Upon conversion from Loan to Grant the transactions sent are TLCONV for negative PBO_AMT and IRB_AMT for exact outstanding loan balance at the time of conversion to reduce the Teach Loan balance to 50 (with Loan Program TPL) and equal and offsetting TGCONV for positive PBO_AMT and IRB_AMT to reinstate the same exact loan balances as a Grant with Loan Program TPG. These offsetting transactions must be reported to FMS at the same time.	
7.80	TEACH Grant	Accounting	Servicer will accept disbursement adjustments received on manual spreadsheets from FSA as determined by and/or verified by COD for adjustments on Teach Grants that have been identified during audits or by COD during post year close out activities.	
7.90	TEACH Grant	Accounting	Servicer will accept disbursement adjustments from COD for Teach Grants after the Grants were converted to Teach Loans and those loans have been transferred to other servicers. Servicer will follow the existing manual spreadsheet process for sending the adjustments on to other servicers via FSA.	
			Servicer will accept disbursement adjustments from COD for Teach Grants that have been converted to Teach Loans. COD is unaware when a Teach Grant has been converted to a Teach Loan and COD has no requirement for accepting or retaining this information from the Servicer. Servicer will accept disbursement adjustments as Loan Program TPG but will process the disbursement adjustment transactions to Loan Program TPL or will process the disbursement adjustment to Loan Program TPG and covert the balance to Loan Program TPL.	
7.10	TEACH Grant	Accounting		
7.11	TEACH Grant	Accounting	Servicer will process subsequent disbursements and new disbursements for borrowers under loan program TPG only. The Servicer will not send teach loan TPL DISBUR transactions to FMS.	
7.12	TEACH Grant	Accounting	Servicer will submit a COD to FMS reconciliation for teach grants separate from the COD to FMS reconciliation for direct loans that is currently performed for direct loans received from COD.	
			Servicer will submit to FMS the DSBADT transaction when DMCS informs the servicer of a teach grant overpayment that was set up in DMCS and the servicer has adjusted the teach grant or teach load balances. The servicer will reduce the disbursement amount by the overpayment amount being serviced by DMCS and adjust accrued interest accordingly and submit the DSBADT transaction to FMS	
7.13	TEACH Grant	Accounting	for this principal and interest activity. Servicer will not send to FMS the STATCG transaction as this transaction is to record default status	
7.14	TEACH Grant	Accounting	changes on servicing systems that service both defaulted and non-defaulted loans for which none yet exist.	
7.15	TEACH Grant	Accounting	Servicer will include loan program TPG and fund 4290XNY activity for teach grants in all existing reconciliations.	
7.16	TEACH Grant	Accounting	Servicer will include loan program TPG transactions and teach grants received from COD in all system balancing reporting. The Servicer will address system balancing issues by identifying equal and offsetting variances in the system balancing for DSBADI transactions received as loan program TPG and applied and reported to FMS as loan program TPL or as manually transferred out with loan program TPL.	
7.17	TEACH Grant	Accounting	Servicer will send loan program TPG DISBUR and DSBADJ transactions to FMS for teach grant disbursements and disbursement adjustments respectively received from COD. Servicer will adjust accrued interest on the Teach Grant to align with an adjustment (reducing interest for a downward adjustment and increasing interest for an upward adjustment) and report to FMS as INTACC for IRB_AMT. The Servicer will report the accrued potential interest on Teach Grants to FMS by sending the INTACC transaction under loan program TPG.	
7.18	TEACH Grant	Accounting	Servicer will send the WRTOFF transactions for PBO_AMT and IRB_AMT to FMS under Loan Program TPG to report the 4 types of teach grant discharges.	
Const.			Servicer will receive the Federal Servicer Loan Transfer File TEACH Grant Record (Record 19 and Record 20) data elements (TEACH Grant Records to Loan Transfer Files) in accordance with the Loan Transfer File Layout Version 4.0 use instructions, applicable data field conditional requirements, valid values, formats, and	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
8.0	TEACH Grant	Federal Transfers	definitions. Servicer will certify loan payoff information required for Loan Verification Certification (LVC) requests,	Provide correspondence, screen shots, or website display as applicable to demonstrate
9.0	TEACH Grant	Consolidation	excluding TEACH Grants. After 7/1/2013, the TEACH Servicer will refer all TPD inquiries to the TPD servicer. Upon receipt of a Lender Notification (LN) from the the TPD servicer that a TEACH Grant recipient intends to apply for TPD discharge,	sequence of events and processing steps Provide correspondence, screen shots, or website display as applicable to demonstrate
10.0	TEACH Grant	TPD	the TEACH Servicer will apply a 120-day suspension on Grant activity. Upon receipt of a Lender Notification (LN) from the the TPD servicer that a TEACH Grant recipient has	sequence of events and processing steps
10.1	TEACH Grant	TPD	applied for TPD discharge, the TEACH Servicer will apply a suspension on Grant activity until notified of the outcome of the recipient's TPD application.	
10.1.1	TEACH Grant	TPD	Servicer will leave TEACH Grant borrowers that are suspended due to a request for disability discharge in a TEACH Grant status, and will uniquely identify these accounts as suspended due to a request for disability. The Servicer will no longer send any communication to the borrower once a TEACH Grant is placed in suspense due to a request for disability discharge.	
			Servicer will resume active TEACH Grant servicing if notified by the TPD servicer that the application for	
10.2	TEACH Grant	TPD	TPD discharge was not approved. When notified via an updated LN by the TPD servicer of the discharge approval, the servicer will send Grant information to the TPD servicer via spreadsheet. The TPD servicer will perform all communications with the TEACH recipient whose service obligation is discharged due to disability throughout the 3-year post-discharge monitoring period.	
10.3	TEACH Grant	TPD	Effective the date of notification of the discharge approval, the servicer will not transfer the discharged	
10.4	TEACH Grant	TPD	Grant via the EA27, but retain the Grant and write the balance down to zero. Servicer will complete the FMS reporting of the TEACH Grant to show as written off (WRTOFF) once	
10.4.1	TEACH Grant TEACH Grant	TPD TPD	approved for TPD discharge. Servicer will report the TEACH Grant to NSLDS as discharged due to TPD.	
ARREST STATES			Servicer will accept any COD adjustments on the TEACH Grant during the 3-year post-discharge	

			Servicer will resume active TEACH Grant servicing if notified by the TPD servicer that the TEACH Grant service obligation should be reinstated at any time during the 3-year post discharge monitoring period. i. The servicer will resume TEACH Grant servicing effective the date of the notification ii. The servicer will reverse the write-off to reinstate the balance. This reversal will report to FMS as a WRTOFF to offset the original write off. iii. The servicer will ensure no interest accrual applies during the period it was suspended due to TPD discharge. iv. The servicer will resume communications with the TEACH Grant recipient, including interest	
			statements, service obligation period remaining, etc.	
		200	v. The servicer will complete the needed NSLDS reporting to show the TEACH Grant was reinstated.	
10.6	TEACH Grant	TPD	Servicer will receive notification from DMCS when a TEACH Grant POVR or a TEACH Grant POVR adjustment	Provide correspondence, screen shots, or website display as applicable to demonstrate
11.0	TEACH Grant	DMCS	is received by DMCS.	sequence of events and processing steps
11.1	TEACH Grant	DMCS	Servicer will receive the amount of the overpayment along with the Loan/Award ID and recipient's SSN in the notification from DMCS for a TEACH Grant POVR that is received by DMCS.	
11.2	TEACH Grant	DMCS	Servicer will receive the amount of the overpayment adjustment along with the Loan/Award ID and recipient's SSN in the notification from DMCS for a TEACH Grant POVR that is received by DMCS.	
11.2	TEACH Grant	DMCS	Servicer will apply financial adjustments to TEACH Grants for TEACH Grant POVR activity received from	
11.3	TEACH Grant	DMCS/Accounting	DMCS. Servicer will adjust the TEACH Grant balance downward by the amount of a TEACH Grant POVR as	
11.4	TEACH Grant	DMCS/Accounting	reported by DMCS.	
11.5	TEACH Grant	DMCS (Accounting	Servicer will adjust the TEACH Grant balance upward or downward by the amount of a TEACH Grant	
11.5	TEACH Grant	DMCS/Accounting	POVR adjustment as reported by DMCS.	
11.6	TEACH Grant	DMCS/Accounting	Servicer will use a unique, non-cash adjustment transaction different from a disbursement adjustment transaction (to distinguish receipt from a non-originating source) when adjusting a TEACH Grant balance based on a TEACH Grant POVR or TEACH Grant POVR adjustment.	30° S
	***************************************		Servicer will use a unique, non-cash adjustment reversal transaction when reversing adjustments that	
11.7	TEACH Grant	DMC5/Accounting	were applied to a TEACH Grant based on a TEACH Grant POVR or TEACH Grant POVR adjustment.	
			Servicer will report financial adjustments applied to TEACH Grants based on TEACH Grant POVR	
11.8	TEACH Grant	DMCS/Accounting	activity received from DMCS.	
11.9	TEACH Grant	DMCS/Accounting	Servicer will provide financial reporting to FMS upon the processing of an adjustment or adjustment reversal to a TEACH Grant due to a TEACH Grant POVR/POVR reversal.	
11.10	TEACH Grant	DMCS/Accounting	Servicer will provide system balancing reporting upon the receipt of TEACH Grant POVR activity from DMCS.	
			Servicer will create TEACH correspondence	Provide correspondence, screen shots, or website display as applicable to demonstrate
12.0	TEACH Grant	Correspondence	Servicer will provide the ability to regenerate on-demand, any notice that has been previously	sequence of events and processing steps Provide correspondence, screen shots, or website display as applicable to demonstrate
12.1	TEACH Grant	Correspondence	generated to a TEACH Grant borrower.	sequence of events and processing steps
12.2	TEACH Grant	Correspondence	Servicer will send correspondence to inform a borrower/recipient of the discharge of his or her student loan(s)/TEACH Grant(s).	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
			The Notice of Loan/TEACH Grant Discharge correspondence will be sent when a borrower's	Provide correspondence, screen shots, or website display as applicable to demonstrate
12.3	TEACH Grant	Correspondence	/recipient's loan is discharged.	sequence of events and processing steps
12.4	TEACH Grant	Correspondence	The Notice of Loan/TEACH Grant Discharge correspondence will be sent to inform a deceased recipient's/borrower's estate that the borrower's/recipient's loans have been discharged.	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
12.5	TEACH Grant	Correspondence	Servicer will generate/send the Notice of Incomplete or Missing Documents when a loan/TEACH Grant holder submits a loan/TEACH Grant for disability discharge with incomplete or missing documentation.	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
12.6	TEACH Grant	Correspondence	Servicer will generate, send, and provide electronically upon request the TEACH Grant Welcome Correspondence to TEACH Grant recipients.	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
12.7	TEACH Grant	Correspondence	Servicer will supply the following financial information on initial and subsequent TEACH Grant Welcome Correspondence: School, Disbursement Amount, Most Recent Date Disbursed, Potential Fixed Interest Rate, and adjustment activity from the receipt of the disbursement until it is generated.	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
12.8	TEACH Grant	Correspondence	Servicer will include text on the TEACH Grant Welcome Correspondence that will advise TEACH Grant recipients of their teaching obligations and provide them with general TEACH Grant Program information along with contact information.	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
			Servicer will generate the TEACH Grant Welcome Correspondence when a new disbursement for a	2 000 10 10 000 10 10 00000000000000000
12.9	TEACH Grant	Correspondence	new TEACH Grant is received by the servicer, following the servicer's receipt of the disbursement activity, and when a subsequent disbursement for an existing TEACH Grant is received.	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
12.10	TEACH		Servicer will generate and send the TEACH Grant Disbursement Adjustment Made Correspondence to	Provide correspondence, screen shots, or website display as applicable to demonstrate
12.10	TEACH Grant	Correspondence	TEACH Grant recipient. Servicer will generate and send the TEACH Grant Disbursement Date Change Correspondence to	sequence of events and processing steps Provide correspondence, screen shots, or website display as applicable to demonstrate
12.11	TEACH Grant	Correspondence	TEACH Grant recipients.	sequence of events and processing steps
12.12	TEACH Grant	Correspondence	Servicer will send the Annual Certification Request Form to TEACH Grant recipients.	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
			For grant recipients who did not complete the program for which they received a TEACH Grant: If the recipient does not certify that he or she is teaching, or that he or she is not teaching but intends to fulfill the service obligation, another notice will be sent 120 days after separation warning the	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
12.13	TEACH Grant	Correspondence	recipient that the grant will convert to a loan.	
12.14	TEACH Grant	Correspondence	For grant recipients who did not complete the program for which they received a TEACH Grant: If certification has not been received by the 150th day after separation, the grant will be converted to a loan an a notice will be sent to the borrower.	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
	10.1016/00/00		Servicer will send the Consequence-Failure to Reaffirm Loan(s)/TEACH Grant(s) discharged in Disability	Provide correspondence, screen shots, or website display as applicable to demonstrate
12.15	TEACH Grant	Correspondence	correspondence to inform the borrower/recipient of the consequences of failing to reaffirm a loan/TEACH Grant discharged in disability. Servicer will send the Annual Certification Request for Additional Information notice to TEACH Gran	sequence of events and processing steps
			recipients when an annual certification has been denied and/or when additional information is	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
12.16	TEACH Grant	Correspondence	needed to determine if a recipient met his/her obligations for the annual certification.	reducing a cacing and biogeomist stehs
		- Territoria de la compansión de la comp	Servicer will send the TEACH Grant Interest Notice correspondence to notify the recipient of the total potential interest that has accrued from the date of disbursement at quarter end, and list the TEACH	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
12.17	TEACH Grant	Correspondence	Grant activity on the recipient's account during that quarter.	
12.17 13.0 13.1	TEACH Grant TEACH Grant TEACH Grant	Correspondence Reporting/NSLDS Reporting/NSLDS	Removed Servicer will report loan/TEACH Grant portfolio data to NSLDS in accordance with the most current version of	

13.3	TEACH Grant	Reporting/NSLDS	Servicer will report to NSLDS when TEACH Grants have been converted into Direct Unsubsidized Loans in accordance with the most current Federal Loan Servicer Data Provider Instruction (DPI).	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
13.4	TEACH Grant	Reporting/NSLDS	Servicer will report to NSLDS when TEACH Grants that have been converted to Direct Unsubsidized Loans are un-converted back into TEACH Grants in accordance with the most current Federal Loan Servicer Data Provider Instructions (DPI).	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
13.5	TEACH Grant	Reporting/NSLDS	Servicer will report on Direct Loans and TEACH Grants in its portfolio until those Direct Loans and TEACH Grants are closed or transferred to another party and such information has been accepted by NSLDS in accordance with the Federal Loan Servicer Data Provider Instructions (DPI).	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
13.6	TEACH Grant	Reporting/NSLDS	Servicer will report to NSLDS when TEACH Grants have been reinstated from TPD in accordance with the most current Federal Loan Servicer Data Provider Instructions (DPI).	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
13.7	TEACH Grant	Reporting/NSLDS	Servicer will report to NSLDS when TEACH Grants that have been converted to Direct Unsubsidized Loans have been reinstated from TPD in accordance with the most current Federal Loan Servicer Data Provider Instructions (DPI).	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
13.8	TEACH Grant	Reporting/Ops	Servicer shall capture and report the total number of TEACH grants to the Department on a monthly basis and ad hoc as requested by FSA.	Provide sample report.
13.9	TEACH Grant	Reporting/Ops	Servicer shall capture and report the total number of TEACH grant recipients to the Department on a monthly basis and ad hoc as requested by FSA.	Provide sample report.
13.10	TEACH Grant	Reporting/Ops	Servicer shall capture and report the total number of TEACH grants converted to loans to the Department on a monthly basis and ad hoc as requested by FSA.	Provide sample report.
13.11	TEACH Grant	Reporting/Ops	Servicer shall capture and report the total number of TEACH loan borrowers to the Department on a monthly basis and ad hoc as requested by FSA.	Provide sample report.
13.12	TEACH Grant	Reporting/Ops	Servicer shall capture and report the duration of service completed (0,1,2, 3, or 4 years) for all TEACH grant recipients to the Department on a monthly basis and ad hoc as requested by FSA. A recipient may be counted more than once if has more than one award.	Provide sample report.
13.13	TEACH Grant	Reporting/Ops	Servicer shall capture the recipient's teaching location, including the school/local education agency, and State where the recipient is teaching and report only at FSA request. Notea recipient may be counted more than once if teaching at a different location in subsequent years.	Provide sample report.
13.14	TEACH Grant	Reporting/Ops	Servicer shall capture the number of recipients by subject taught (i.e. (1) Bilingual education and English language acquisition; (2) Foreign Language; (3) Mathematics; (4) Reading specialist; (5) Science; (6) Special and (7) Other high-need field) and report only at FSA request. Notea recipient may be counted more than once if teaching a different qualifying subject in subsequent years.	Provide sample report.
13.15	TEACH Grant	Reporting/Ops	Servicer shall capture and report the number of TEACH grant recipients who have requested a period of suspension and report only at FSA request.	Provide sample report.
14.0	TEACH Grant	Web	Servicer will provide the ability for recipient to access TEACH Grant information electronically.	Provide correspondence, screen shots, or website display as applicable to demonstrate sequence of events and processing steps
14.1	TEACH Grant	Web	Servicer will allow a recipient to certify intent to satisfy his/her TEACH Grant service obligation(s) via the servicer website.	