

Nelnet offers electronic signatures

Nelnet has incorporated electronic signatures into its online borrower initiated application, available for Stafford loans.

Nelnet offers schools a choice between the PIN-less and PIN processes to capture electronic signatures. The PIN-less process will rely on existing processes and controls to authenticate the identity of a borrower. The PIN process will utilize the NCS Pearson/FAFSA PIN.

By offering both options to schools, we are able to meet specific needs, including borrowers' school applications, FAFSA, school specific aid forms, SAR, school aid packages, award letters, financial aid acceptance, enrollment in school, and disbursement to school.

Nelnet's E-Sign also benefits the borrower by streamlining the disbursement process and providing an accurate and highly secure method to complete the entire application process online.

Basic borrower process:

- Log onto www.nelnet.net or site linked to Nelnet.net
- Create Nelnet account or enter login ID and password
- Choose E-Sign option or local print
- Complete online application fields
- Given option for manual print-out

This process is available through www.nelnet.net (or links to Nelnet.net) for schools and lenders that choose to participate.



Nelnet expands consolidation loan offerings

Nelnet has expanded its consolidation loan offerings to students nationwide. The company's newly created FLEX Consolidation Loan program is available to those wishing to take advantage of record low interest rates and additional borrower benefits from Nelnet.

The FLEX Consolidation Loan offers several borrower benefit programs to help reduce payments even further, including a .25% rate reduction for borrowers who elect automatic withdrawal for their payments, in addition to a .50% rate decrease after 60 initial on-time regular payments. For qualified borrowers, a \$100 loan balance reduction will be offered if a consolidation application is submitted prior to September 30, 2002, and the first scheduled payment is made on time.

"Low interest rates and borrower benefit programs have made college affordable to students across the nation," said Don Bouc, President of Nelnet and the company's chief spokesperson. "For those with outstanding loan balances, there's never been a better time to consolidate and cut monthly payments," added Bouc.

By following this type of incentive program borrowers can reduce their monthly payment by taking advantage of an extended repayment term. Spreading out loan payments (for up to 30 years, depending on the principal balance of the loan) allows borrowers to decrease their monthly student loan bill by as much as 63%. Locking in this low interest rate could save the borrower \$5,000 over a 20 year repayment period.

Nelnet provides free loan consolidation and may be reached at 1.866.485.3366 or online at www.nelnet.net/flexloan.

nelnet update

a newsletter for schools

summer 2002

- 1
e-signatures
FLEX Consolidation Loan
- 2
Nelnet's ITS team
- 3
NASFAA
campus relations vp appointed
Interchange enhancements
- 4
Interact enhancements
- 5
upcoming conferences
contact numbers
- 6
BPS rep spotlight



Summer 2002

Nelnet's Implementation & Technical Support (ITS) team

While Nelnet's products are designed to be easy, user-friendly, intuitive tools, they do require a diligent and coordinated installation effort. Product Support's Implementation and Technical Support (ITS) team leads this effort.

ITS ensures all necessary information is gathered on existing school capabilities and workflows before determining user school process requirements. The ITS project lead can then work with internal departments to set schools up, design testing and training plans, and research, analyze, and resolve user issues. The team is comprised of the following members:

Amy Aspey's background includes 5 years management experience leading projects, communicating with clients, evaluating system needs, and championing enhancements. Prior to her appointment as manager of the ITS team, Amy served on the Loan Generation Conversion Internet Mapping team.

Laura Backus is a 10 year veteran of Nelnet and has worked in Acquisitions and Consolidations, Process Engineering, was a member of the original Agile/Ngenius conversion team, and more recently served in a Client Relations role with emphasis on the Ntrust product.

John Brousseau supported the Loan Origination department as a Professional Services member since graduating from the company's Professional Development Program. For over a year, his focus was on Loan Origination Transmissions, which included setting up schools to send or receive files electronically, and troubleshooting failed electronic transmissions.

Jeremy Cooper, based out of Lincoln, has been at Nelnet since August of 1997. He's worked in Customer Service, Consolidations, Loan Generation, and most recently, headed the training efforts for the Loan Generation Conversion Project.

Phil Knight immigrated to the States and enrolled in the company's Professional Development Program in 1999. Since then he has held 3 positions within the company, 1) Client Lead with the ELM NDN, 2) Loan Origination Supervisor, and 3) Loan Generation Conversion Team-Data Mapping Lead.

Angie Mcelwreath started in the Denver Loan Origination department as a Loan Processor in 1989. She spent 8 years in loan origination in various positions including Specialist, Assistant Supervisor, Trainer, and Technical Advisor. She spent 3 years with the NDN as the Business Analyst before moving on to the Loan Generation Conversion-Internet Mapping Team.

Monica Hartman brings 18 years experience effectively resolving client and school issues. Formerly a cornerstone in the Client Relations team, Monica led client specific projects, successfully coordinated new client set ups, spearheaded testing efforts and was a key member in the Loan Servicing Conversion.

Karen Slagle recently transitioned from the ELM NDN team to the ITS team. After graduating from the Professional Development Program almost 2 years ago, Karen has identified trends in user volume/performance, improved processes and consistently delivered quality service to both internal and external clients. Karen recently led the ELM Platform Enhancement project.

Brad Forsythe contributes 10 years of student loan experience to the ITS team. Responsible for implementing EFSfao.com, a Web-based student loan processing product for Financial Aid Officers, Brad's experience lies in training, testing, and consulting.

Yasmin Anderson comes to the ITS team with a background in Project Management from Accenture and Auditing with Price Waterhouse Coopers and Deloitte & Touche. She is equipped with analytical, system test and development/design experience.

If you have any questions about the ITS team, please contact Amy Aspey at amy.aspey@nelnet.net or 303.696.3325.



Nelnet to attend premier conference

Nelnet invites you to visit their booth at NASFAA (National Association of Student Financial Aid Administrators), July 21-24 in New Orleans, Louisiana, at the New Orleans Marriott and the Sheraton New Orleans.

Stop by booth #312 to register for a chance to win an Olympus D-520zoom digital camera with carrying case and see the latest advances in the financial aid industry. Examples of products and services include Nterchange, Nconcert, Nteract, and Ntrust. These products are a part of a complete line of Web-based financial aid solutions.

Nterchange provides borrowers with access to their student loan accounts at their convenience. It's never been easier for them to check the status of a new loan application and view disbursement dates and amounts.

Nconcert brings a unique product to both FFELP and direct lending schools. Nconcert is an open, Web-based financial aid delivery and management solution designed to automate transactions and track communication between a financial aid office and its students.

Nteract is a Web-based student loan origination system designed to integrate the entire student loan process and improve coordination and communication between financial aid offices and lenders. The software provides the financial aid administrator with a complete solution for processing application certification, initiating change transactions, and can serve as a comprehensive loan delivery tool.

Ntrust is a Centralized Disbursing Agent (CDA) service that is provided by Nelnet, free of charge, to eligible educational institutions. On behalf of Nelnet's lender partners, Ntrust provides a flexible and comprehensive solution for receiving student loan funds, reports, and CommonLine data files.

See you at NASFAA!

Campus relations vice president appointed

Nelnet recently announced the appointment of Teffenie Davies to the position of Vice President, Campus Relations. Teffenie will be based at our Indianapolis office where she will continue to manage the relationships for Nelnet's Midwest school clientele.

Additionally, Teffenie has transitioned into the Campus Relations leadership role and assume the management responsibilities of the Campus Relations Indianapolis office.

Teffenie joined EFS in 1989 and has spent her 13-year tenure assisting schools and lender clients in various Client Relations positions. Teffenie was promoted to Assistant Vice President, Campus Relations in December, 1998.

Teffenie is a graduate of Indiana Wesleyan University and holds a Bachelor's Degree in Business Management and a Master's in Business Administration.

Nterchange enhancements completed

Nelnet has completed enhancements on its borrower product, Nterchange. Nterchange now incorporates all borrower functions found on www.nelnet.net. This includes account information, loan applications, and entrance and exit counseling.

Additional borrower resources found in Nterchange include calculators, answers to common financial aid questions, financial aid information, glossary, and repayment information.

Check out Nterchange at www.nelnet.net.



Nelnet offers Nteract enhancements

The below enhancements to Nteract will be available on Monday, July 15, 2002. Detailed information is available for school users in the Today's News section of the Nteract Home Page.

Adjustment register

The Adjustment Register has been changed to provide subtotals for post-disbursement transactions by method processed. Funds returned to Nelnet via auto debit will be segregated from those that were returned via manual check.

Agree button

The "I Agree" button provides a simple process for the schools. Users agree to the terms of using Nteract when they initially log on and will only be presented with the Nteract User Agreement upon their first logon. ALL users will be presented with the agreement beginning on July 15, 2002.

Links to the Privacy Statement, the Nteract User Agreement, and the Terms of Use will be added to the Nteract Home Page.

Certifying borrower initiated applications

With the advent of Nelnet's Borrower Initiated process, borrowers have the ability to complete an application online at nelnet.net. Schools can then certify these loans through Nteract by accessing Applications and the specific borrower application. Schools are also able to run a report of the Borrower initiated applications that are awaiting certification.

Schools need to sign-up for the Online Application feature of nelnet.net to allow borrowers to complete the online applications for certification. Schools wishing to do so should contact their BPS representative.

Borrower references

The ability for the school user to enter reference information while manually keying an application has been added to the Nteract product.

PLUS credit check online

Schools, Lenders, and PLUS loan borrowers will now be able to perform PLUS pre-approvals online. The PLUS borrower will perform this function at nelnet.net, while Schools and Lenders will be able to perform this function through Nteract. Schools and Lenders (if they were not the user that performed the pre-approval) will be able to pull down their borrowers results through the Nteract reporting features. Schools can also be notified via e-mail that credit checks have been completed by another party (parent borrower, lender, Nelnet).

Information identified by campus branch

Schools will be able to identify their loan volume by use of a non-DOE branch code. If used, the Disbursement reports will be sorted by the non-DOE branch code.

Stay tuned for the next part in the Nteract series...

upcoming conferences

The following is a tentative schedule of upcoming state, regional, and national conferences:

NASFAA	July 21-24	New Orleans, LA	New O. Marriott/Sheraton New O.
FAPSC	July 29-August 2	Ft. Lauderdale, FL	Marriott Marina
NCHELP	September 12-13	Washington, D.C.	Wyndham Washington
NACAC	September 26-28	Salt Lake City, UT	Salt Palace Conv. Center
NAFAA	October 10-11	Las Vegas, NV	Alexis Park
GASF AA (Fall)	October 10-11	Augusta, GA	Radisson Riverfront
RMASFAA	October 13-16	Bismark, ND	Radisson Inn
TASF AA	October 14-18	Galveston, TX	Moody Gardens
AASF AA (Fall)	October 16-18	Prescott, AZ	Prescott College
PASF AA	October 20-23	Hershey, PA	Hershey Hotel
MASF AA (Fall)	October 21-22	Rockport, ME	Samoset Resort
NYSF AAA	October 22-25	Buffalo, NY	Adams Mark
FASF AA (Fall)	October 28-30	San Destin, FL	Hilton Elephant Walk
SCASF AA	October 28-30	Mt. Pleasant, SC	Holiday Inn
NCASF AA	November 4-6	Asheville, NC	Grove Park Inn
MASF AP (Fall)	November 10-12	Lake Ozark, MO	Lodge of the Four Seasons
MASF AA	November 12-15	Quincy, MA	Boston Marriott
MAF AA (Fall)	November 20-22	Minneapolis, MN	Minneapolis Marriott
CBA	December 8-12	Arlington, VA	Marriott's Crystal Gateway
IASF AA	December 8-12	Indianapolis, IN	Indianapolis Westin Hotel
OASF AA (Winter)	December 11-13	Columbus, OH	Marriott North Hotel
CASF AA	December 15-17	San Diego, CA	San Diego Hyatt

Nelnet contact information

denver

school hotline	800.375.7013
borrower inquiries	888.486.4722
fax	877.290.4584

jacksonville

school hotline	800.524.2502
borrower inquiries	800.228.5931
fax	904.281.7004

lincoln

school hotline	800.755.7858
fax	888.274.9876

tulsa

school hotline	800.788.1881
fax	800.588.8640

private loan inquiries

school hotline:	866.551.8070
private loan fax:	866.551.8059
customer service	888.964.2890

payment mailing address

Nelnet
P.O. Box 2970, Omaha, NE 68103-2970

FFELP loan inquiries address

Nelnet
Attn.: Loan Origination
P.O. Box 82596, Lincoln, NE 68501-2596

Private loan inquiries

Nelnet
Attn.: Private Loan Department
P.O. Box 82523, Lincoln, NE 68501-2523

borrower inquiries on the Web

www.nelnet.net

@theU

www.attheu.com



Nelnet Business Partner Support Representative highlight

The Business Partner Support team would like to ensure that you are familiar with the services that they provide for you, your school, and your students. In order to introduce the different members that you'll be working with, Nelnet Update will highlight one representative in each issue.

Jerome Moss, Business Partner Support Representative

Jerome works as a Business Partner Support Officer for Nelnet's Product Support team. He covers New York and New Jersey, and is responsible for installing Nelnet's NInteract product into schools, and providing training on the product. Jerome also works to make and maintain relationships with schools and clients in his territory. This includes school visits, phone calls, and e-mail communications.

Jerome sees his role as the "eyes and ears in the field," communicating schools' needs with Nelnet. Business Partner Support representatives empower Nelnet to understand its individual markets and thus better relationships with lender and school clients.

"I have nine years of experience working in a financial aid office as the loan coordinator," says Jerome. "I understand the world of financial aid from the basics of running an office day-to-day, to the larger task of achieving financial aid delivery goals."

Jerome understands the importance of the rules and regulations that face a financial aid office, and focuses on providing accurate, efficient financial aid delivery systems. He sees the efficiency of a school's loan delivery system as one of his greatest challenges, and thrives on meeting new people and hearing how Nelnet can enhance their products and services.

Jerome is involved in planning User Conferences, which present in-depth information and training on Nelnet products. Conferences like these present ideal opportunities for Jerome to share time with and communicate with schools.

"Nelnet has taken an industry-setting approach by keeping everything simpler. Our products are user friendly, and we provide top of the line training and follow-up care," he states. "I take great pride in what we give to the schools and stand behind our products 100%."

Jerome holds a Bachelor's degree in Sociology and a Master's degree in Special Studies. He has worked in higher education for over fifteen years. He has always enjoyed working with young people, and shares the common goal of bettering lives through education.

"Working for Nelnet has given me the chance to help students realize their dreams. For many, student loans are the only way they can complete their education," says Jerome.

Nelnet Product Development

Growing relationships and creating efficiencies for the school and borrower community is important to Nelnet. In an effort to do this, Product Development is focused on creating new products and enhancing existing products to meet the needs of our customers and various business partners.

Product Development is responsible for analyzing opportunities and setting direction for Nelnet's products.

A product is defined as a function or group of functions that interfaces with Nelnet's primary customers and brings value to Nelnet's customers. Two key target audiences are schools and borrowers. With this goal in mind, Product Development offers the following products: NConcert, NTrust, NInterchange, NInteract, NGenius, NService, and @theU.

Visit the Nelnet booth at NASFAA to learn more about our products.