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## General information

Common Account Maintenance (CAM) is an event-driven, transaction-based reporting process for lenders, servicers, and guaranty agencies that facilitates the exchange of loan, disbursement, master promissory note, person, default aversion assistance, and claim information in a standardized electronic format.

~~A major distinction between existing proprietary formats and CAM is that CAM supports all post-guaranty reporting, and includes a solution for those currently unable to share in the benefits of automation. PC-based software that generates submittal files and processes error reports and other guarantor/guarantor-servicer-supplied data files is being developed in the hopes of enabling all entities, regardless of size and resources, to provide and receive data electronically. In this way, CAM is striving to serve the entire student loan community, not just those entities with data processing resources.~~

The CAM process is designed to standardize communication between guarantors/guarantor-servicers and lenders/lender-servicers. The standardization of communication between disbursing agents and lenders/lender-servicers was not developed as part of this version of CAM. With the exception of consolidation loans, CAM was not designed for loading loans, but for communicating account maintenance data to and from guarantors/guarantor-servicers and lenders/lender-servicers.

## Relationship to CommonLine<sup>®</sup> and NSLDS Lender Manifest

CAM complements but does not replace CommonLine, the nationally recognized standard for Federal Family Education Loan Program (FFELP) and alternative loan origination and disbursement processing. CommonLine facilitates data exchange between schools and service providers, much as CAM facilitates exchange between guarantors/guarantor-servicers and lenders/lender-servicers. CommonLine focuses on school needs and the front-end process; CAM concentrates on post-guaranty reporting between lenders/lender-servicers and guarantors/guarantor-servicers. Although CommonLine and CAM have a different purpose and scope, they do have elements in common. Several records are shared between CAM and CommonLine's Change Transaction process. Because some post-guaranty changes originate at schools, and some originate at lenders or servicers, overlap transactions exist to ensure that accurate data is communicated in both instances.

The National Student Loan Data System (NSLDS) Lender Manifest is a standardized format used by lenders/lender-servicers to report loan-level data to guarantor/guarantor-servicers for submission to NSLDS. Unlike the NSLDS Lender Manifest file, which supplies "snapshot" data of a holder's entire student loan portfolio as of a specific point in time, CAM reports events as they occur. NSLDS Lender Manifest files are NSLDS-specific and limited to one record per loan. CAM files support person-, loan-, and disbursement-level changes and may include several records for a single loan that report different events. Because all data elements needed by NSLDS are included in CAM, there will no longer be a need for NSLDS Lender Manifest once CAM is fully implemented industry-wide.

## Using this documentation

This documentation encompasses the entire CAM standardization effort. Specific requirements, used only in special situations or for one section of record types, are addressed in the chapter(s) applying to that situation or record type.

Not all chapters for version 001 were released at the same time. *Chapter 10, Default Aversion Assistance Request Records; Chapter 11, Claim Submittal Records; Chapter 12, Claim Disposition and Claim Payment Records; and Chapter 13, Master Promissory Note (MPN) Update Records*, were released after the initial 03/08/1999 publication. These subsequent publications should not be considered a new version, as their release did not affect the use of the previously published CAM record types. There are also plans for expanding the number of CAM record types in order to standardize other processes and data exchanges that would benefit from these efforts.

Each chapter and appendix contains a revision number to assist in the identification of the most recent documentation (ex. 1.1.0).

Below are the details of the revision schema:

- The first number (1.1.0) is the major revision number. This is only changed when modifications to the standard are so great so as to render the revision non-backwards compatible.
- The second number (1.1.0) reflects minor changes, such as the addition on new fields to transactions, but not changing record lengths.
- The third number (1.1.0) reflects changes in wording. This is also known as a ‘micro’ change.

Note: Any references to PLUS loan type refers to Parent PLUS loans unless otherwise stated as Graduate/Professional PLUS loan (loan type GB).

## Sections

### *General information*

*Chapter 1, Introduction*, is a general explanation of the origin, scope, and intent of the CAM project as a whole.

*Chapter 2, Processing Overview*, covers the basics of the CAM process, and includes such information as data and record characteristics, file structure, and a table of all records included in CAM to this point.

*Chapter 3, Return Files*, covers the general return file process used in all CAM records. Some processes, such as claim payment requests, require additional return file processing. As these claim-specific return procedures apply only to claims, they are covered in *Chapter 11, Claim Submittal Records*. Another example is guaranty/federal default fee processing—this information is presented in *Chapter 9, Guaranty/Federal Default Fee Records*, as it is specific to guarantor/guarantor-servicer and lender/lender-servicer responsibilities in the guaranty/federal default fee billing and remittance process.

### *Record layouts and process-specific information*

*Chapter 4, Identifier and Count Records*, covers Record types 01 (Header), 02 (Identifier Data), 96 (Record Totals, Series One), 97 (Record Totals, Series Two), and 99 (Trailer). These records are required in every CAM file, regardless of purpose or information conveyed.

*Chapter 5, Person Level Records*, details Record types 03 (Identifier Data Change), 04 (Enrollment Status Data), 05 (Address/Phone Change), and 19 (E-Mail Information). All these records deal with account maintenance data on the person level.

*Chapter 6, Disbursement-Level Records*, explains Record types 09 (Pre-Disbursement Change) and 10 (Post-Disbursement Change/Notification). These account maintenance records are the only records in CAM that communicate data and affect change at the disbursement level.

*Chapter 7, Loan-Level Records*, covers Record types 07 (Loan Period/Grade Level Change), 13 (Stafford Subsidized/Unsubsidized Reallocation Decrease), 14 (Stafford Subsidized/Unsubsidized Reallocation Increase), 15 (Loan Status Change), 16 (Lender/Lender-Servicer Change), 24 (Loan Increase), 26 (Principal and Accrued Interest Balance), 28 (Post-Withdrawal Return), and 29 (School Post-Withdrawal Return Reversal). Although account maintenance records show disbursement-specific information, they actually affect the loan as a whole.

*Chapter 8, Consolidation Loan Records*, outlines Record types 17 (Consolidation Loan Notification), 18 (Consolidation Loan Add-On/Increase Notification), and 20 (Consolidation Demographic Data), which are the account maintenance records needed to convey consolidation loan data and related demographic information.

*Chapter 9, Guaranty/Federal Default Fee Records*, details Record types 21 (Guaranty/Federal Default Fee Invoice/Remittance), 22 (Paid Guaranty/Federal Default Fee Adjustment), and 95 (Guaranty/Federal Default Fee Totals). These records are used by guarantors/guarantor-servicers and lenders/lender-servicers to invoice for and remit guaranty/federal default fee payments.

*Chapter 10, Default Aversion Assistance Request Records*, include Record type 40 (Default Aversion Assistance Request Borrower Demographic Information), Record type 41 (Default Aversion Assistance Request Employment/Deferment/Forbearance/Borrower Contact Information), Record type 42 (Default Aversion Assistance Request Reference Information), Record type 43 (Default Aversion Assistance Request E/C/S Information), and Record type 44 (Loan-Level Default Aversion Assistance Request Information). These records are used by the lender/lender-servicer in the default aversion assistance submittal process and by the guarantor/guarantor-servicer in response to default aversion assistance requests (both skip tracing and delinquency).

*Chapter 11, Claim Submittal Records*, contains Record type 50 (Claim Borrower Demographic Information), Record type 51 (Claim Employment Information), Record type 53 (Claim E/C/S Information), Record type 54 (Loan-Level Claim Information), Record type 55 (Additional Information-Lender to Guarantor), Record type 56 (Repayment Information/Requested Claim Amount), Record type 57 (Collection Activity), and Record type 58 (Claim Recall Request). These records are used by the lender/lender-servicer to request claim payment.

*Chapter 12, Claim Disposition and Claim Payment Records*, details Record type 60 (Claim Disposition), Record type 64 (Loan-Level Claim Payment Information), Record type 65 (Additional Information-Guarantor to Lender), and Record type 94 (Claim Payment Total). These records may be used by the guarantor/guarantor-servicer to respond to claim payment requests by the lender/lender-servicer. The guarantor/guarantor-servicer will provide the results of the claim review (disposition) and the claim payment amount information (if applicable).

*Chapter 13, Master Promissory Note (MPN) Update Record*, discusses about Record type 27 (Master Promissory Note (MPN) Information), which is included in CAM to provide the account maintenance information necessary for master (multi-year) promissory notes.

## Reference information

*Appendix A, Code Values*, gives tables of all the codes used in the CAM process, such as deferment type codes, loan status codes, etc. Values and definitions are both provided.

*Appendix B, Edit Codes*, gives tables of the global, record-level, and field-level edit codes used in CAM, as well as a cross-reference of where each edit is used in the layouts.

*Appendix C, Glossary*, explains terms used in CAM. This glossary is not meant to override or correct any other definitions in use in the student loan industry, but is intended to provide precise meaning of terms as they are used in this process.

## Examples

*Appendix D, Guaranty/Federal Default Fee Examples*, shows some scenarios in which invoice and remittance information for both the guarantor/guarantor-servicer-initiated and lender/lender servicer-initiated models of guaranty/federal default fee processing is conveyed.

*Appendix E, Person, Loan, and Disbursement Examples*, gives scenarios in which many different types of account maintenance information is communicated.

*Appendix F, Default Aversion Assistance Examples*, shows how lenders/lender-servicers, guarantors/guarantor-servicers, are to submit and respond to skip tracing and delinquency default aversion assistance requests.

*Appendix G, Claim Submittal, Disposition, and Payment Examples*, gives examples of how lenders/lender-servicers, guarantors/guarantor-servicers, are to submit and respond to claim payment requests.

*Appendix H, Master Promissory Note (MPN) Update Examples*, gives examples of how lenders/lender-servicers, guarantors/guarantor-servicers are to submit updates to the MPN.