

### Overview

“Skip Tracing” is a process used to locate a person. Perkins regulations require that all accounts that have an invalid address be skip traced (or “skipped”) twice per year.

Schools have three choices when determining their skip tracing service level:

1. They can manage skip tracing on their own. Perkins regulations require that accounts be skipped two times per year. If a school handles skip tracing internally, they should use the Bad Address Status Report (Report 10b) to identify the accounts that have been marked with a bad address.
2. Heartland ECSI can run skip tracing on bad addresses. Accounts will be skipped twice per year or until a valid address is found for the account. If an account is skipped due to a bad address and the account also has a bad phone number, the process will try to identify a valid phone number.
3. Heartland ECSI can run skip tracing on bad phone numbers. There is an additional fee required for schools who wish to have accounts skipped solely because of a bad phone number.

### Skip Trace Process

The process is as follows:

1. If a piece of mail is returned as undeliverable, the address is marked as “Bad” in SAL.
2. On the 20<sup>th</sup> of each month, SAL identifies all accounts that have an address status of Address Bad (AB). The Social Security numbers of the borrowers identified are sent for skip tracing. Note: If no SSN is on the account, it cannot be skipped.
3. SAL changes the status of the address to Address Skipped (AS). The status change is used to prevent the account from skipping more often than required.
4. Skip Tracing will return up to 8 addresses.
  - a. Addresses can be marked as double-verified or verified. If an address is double-verified, it has been used for as the mailing address for multiple items matching the borrower.
  - b. Addresses are marked with the date that they were most recently used.
5. SAL determines which address should be used as the new address.
  - a. SAL first looks to see if an address has been used in the past. Priority is given to addresses that have not been previously used.
  - b. SAL then looks for double-verified addresses. Priority is given to double-verified addresses.
  - c. If there are multiple double-verified addresses, SAL selects the one that was used most recently.
  - d. If there are no double-verified addresses, SAL selects the verified address that was used most recently.
6. If no new address can be determined, SAL will run skip tracing again in January and July of each year.

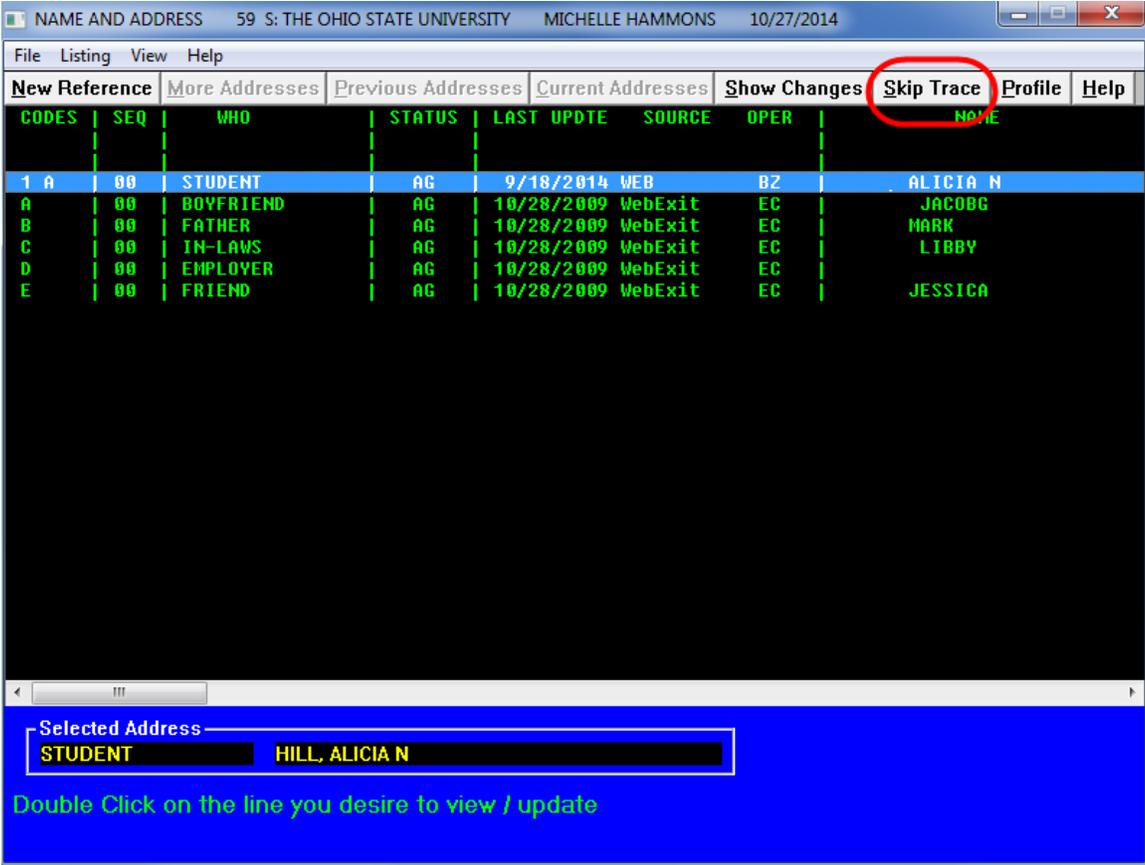
Reports

Reports related to skip tracing include:

Report Name	Purpose
Bad Address Status (Report 10B)	Displays all accounts that have a status of Address Bad and Address Skipped. The report can be used by schools to run skip tracing on their own.
Accounts Sent to Accurant Skip Trace	Provides a list of borrowers who were skip traced.
Accurant Skip Results	Provides a list of borrowers who were skip traced and thus charged for the service.
Home Phone Accounts to be Skip Traced	Provides a list of borrowers who have a bad phone number.
Skip Trace Address Report	Provides a report of borrowers who were successfully skip traced during the designated time period and the results of the skip tracing.

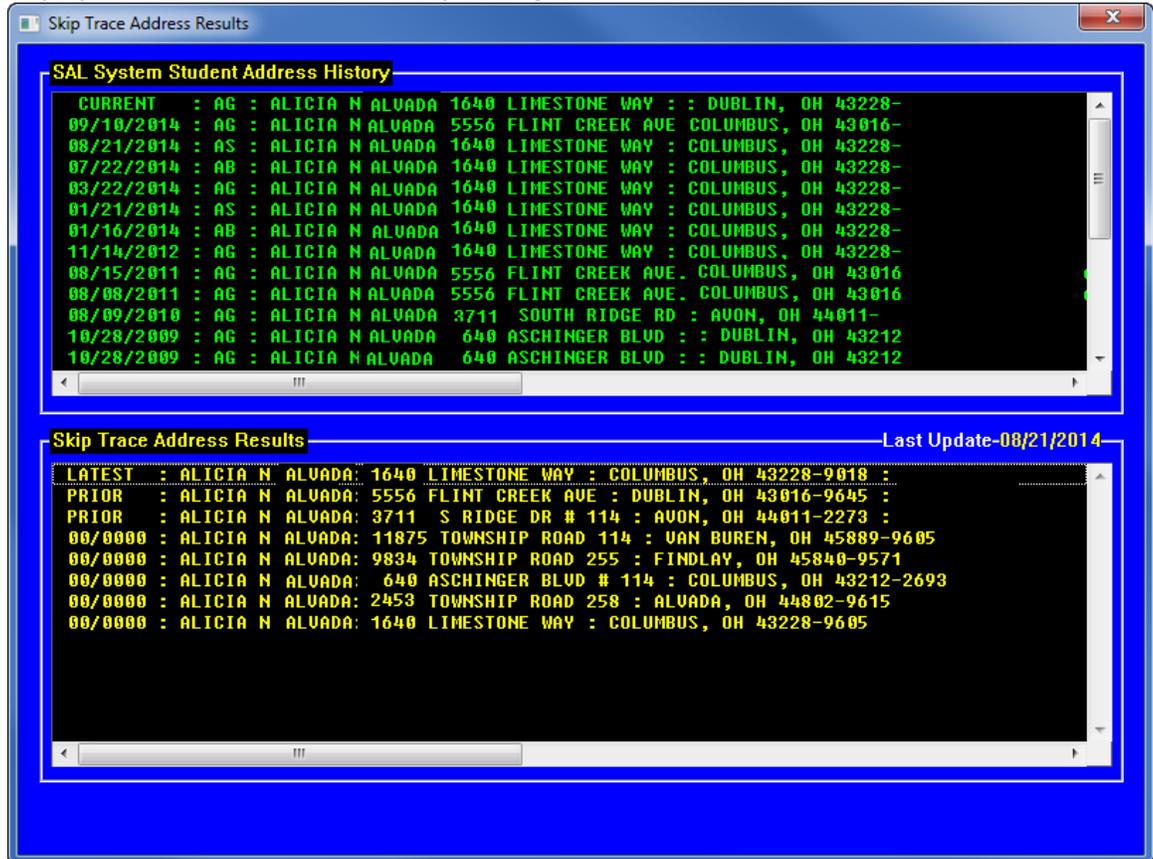
**Manually Updating Skipped Addresses**

SAL will automatically update to the address most likely to be accurate following a skip trace. If, however, the address is a bad address or the school has any reason to want to try one of the other addresses returned by skip tracing, the address can be manually updated.

Step 1	Click the <b>Name</b> action tab.																																																								
Step 2	<p>Click the <b>Skip Trace</b> button.</p>  <p>The screenshot shows a window titled 'NAME AND ADDRESS' with a menu bar (File, Listing, View, Help) and a toolbar (New Reference, More Addresses, Previous Addresses, Current Addresses, Show Changes, Skip Trace, Profile, Help). The 'Skip Trace' button is circled in red. Below the toolbar is a table with columns: CODES, SEQ, WHO, STATUS, LAST UPDTE, SOURCE, OPER, and NAME. The table contains several rows, with the first row highlighted in blue. Below the table, a 'Selected Address' box contains 'STUDENT' and 'HILL, ALICIA N'. A green instruction at the bottom reads: 'Double Click on the line you desire to view / update'.</p> <table border="1" data-bbox="342 806 1487 1003"> <thead> <tr> <th>CODES</th> <th>SEQ</th> <th>WHO</th> <th>STATUS</th> <th>LAST UPDTE</th> <th>SOURCE</th> <th>OPER</th> <th>NAME</th> </tr> </thead> <tbody> <tr> <td>1 A</td> <td>00</td> <td>STUDENT</td> <td>AG</td> <td>9/18/2014</td> <td>WEB</td> <td>BZ</td> <td>ALICIA N</td> </tr> <tr> <td>A</td> <td>00</td> <td>BOYFRIEND</td> <td>AG</td> <td>10/28/2009</td> <td>WebExit</td> <td>EC</td> <td>JACOBC</td> </tr> <tr> <td>B</td> <td>00</td> <td>FATHER</td> <td>AG</td> <td>10/28/2009</td> <td>WebExit</td> <td>EC</td> <td>MARK</td> </tr> <tr> <td>C</td> <td>00</td> <td>IN-LAWS</td> <td>AG</td> <td>10/28/2009</td> <td>WebExit</td> <td>EC</td> <td>LIBBY</td> </tr> <tr> <td>D</td> <td>00</td> <td>EMPLOYER</td> <td>AG</td> <td>10/28/2009</td> <td>WebExit</td> <td>EC</td> <td>JESSICA</td> </tr> <tr> <td>E</td> <td>00</td> <td>FRIEND</td> <td>AG</td> <td>10/28/2009</td> <td>WebExit</td> <td>EC</td> <td>JESSICA</td> </tr> </tbody> </table>	CODES	SEQ	WHO	STATUS	LAST UPDTE	SOURCE	OPER	NAME	1 A	00	STUDENT	AG	9/18/2014	WEB	BZ	ALICIA N	A	00	BOYFRIEND	AG	10/28/2009	WebExit	EC	JACOBC	B	00	FATHER	AG	10/28/2009	WebExit	EC	MARK	C	00	IN-LAWS	AG	10/28/2009	WebExit	EC	LIBBY	D	00	EMPLOYER	AG	10/28/2009	WebExit	EC	JESSICA	E	00	FRIEND	AG	10/28/2009	WebExit	EC	JESSICA
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Step 3

The Skip Trace Address Results screen will display. The top box in the window will display the borrower address history as it has been entered into SAL. The bottom half of the screen will display the most recent results of skip tracing.



To change the borrower's address to one of the skip traced results, double-click the desired address.

Step 4

A Skip Trace Address Update confirmation screen will display. Verify the information then click the **Update SAL** button.