October 12, 2017

Subject: HOPS Transfer – SAIG Enrollment, TDClient, and Data Specification Information

Dear HEAL Partner:

In an August 1, 2017 email, we provided additional information about processing interval changes due to the upcoming transfer of all HEAL Online Processing System (HOPS) functions from the U.S. Department of Health and Human Services to Federal Student Aid's Virtual Data Center. In this email we provide the following information:

- HOPS Transfer Status Update
- File Transfer Information
  - SAIG Enrollment
  - TDClient
  - Data Specifications
- Contact Information

HOPS Transfer Status Update

As explained in the August 1st email, HOPS was transferred to the U.S. Department of Education (the Department) on September 29, 2017. We are working to complete the transfer of all HOPS functionality to Federal Student Aid's Virtual Data Center as soon as possible. We will provide more detailed information on the implementation date in a forthcoming communication.

File Transfer Information

SAIG Enrollment

At this time, the system implementation date is not yet finalized. We need your organization to prepare for secure HEAL file transfers with the Department. To do this, your organization must enroll in the Student Aid Internet Gateway (SAIG) and establish an SAIG Mailbox (TG Number). SAIG is the tool that allows Federal Student Aid partners to securely exchange batch data with Federal Student Aid systems.

To enroll in SAIG and establish an SAIG Mailbox (TG Number), follow the instructions in Part 1 of the SAIG, TDClient, and Message Header and Trailer Instructions attachment. This will be a HEAL Program-specific SAIG Mailbox (TG Number), different from any other SAIG Mailbox (TG Number) that your organization may already have.

For the purposes of data transmission through HOPS, the person who will be considered the Primary Destination Point Administrator (Primary DPA) will need to enroll in SAIG as a *Department of Education contractor.* Enrolling as such will allow the Primary DPA to be tracked as a HOPS participant. One other person can also be enrolled as a Secondary DPA.

TDClient

Once your organization has enrolled and received an SAIG mailbox (TG Number), it will need to use Federal Student Aid's Transaction Delivery Client Software (TDClient) to transmit HEAL batch files. TDClient is used to send and receive File Transfer Protocol (FTP) data transmissions securely over the Internet using FIPS 140-2 Advanced Encryption Standard (AES). Instructions on how to

download TDClient are included in Part 2 of the SAIG, TDClient, and Message Header and Trailer Instructions attachment.

Data Specifications

Data will need to be in the specific formats shown in the Data Specifications attachments. There are no changes to current file formats given the transfer to Federal Student Aid's Virtual Data Center.

To create the required header and trailer records, refer to Part 3 of the SAIG, TDClient, and Message Header and Trailer Instructions attachment.

Contact Information

We appreciate your patience and cooperation as we complete the HOPS transfer to Federal Student Aid's Virtual Data Center. If you have questions, contact us via email at HEAL@ed.gov or by phone at 844-509-8957.

In addition to emailing guidance to you throughout this transfer effort, we are also posting all guidance on the HEAL Information page on the Information for Financial Aid Professionals (IFAP) website. This guidance is located under the "HOPS Transfer" heading on the right side of the page.

Sincerely,

HEAL Program Team

Attachments:

SAIG, TDClient, and Message Header and Trailer Instructions in PDF format
Data Specifications – Borrower Loan Status Dataset in PDF format
Data Specifications – Litigation Dataset in PDF format
Data Specifications – Forbearance Dataset in PDF format
Data Specifications – Transfer Dataset in PDF format