Pending Disbursements Overview

The OpenNet® Web Loan Delivery (WLD) system allows you to view pending disbursements in three ways:

- Via a previously saved query.
- Via a quick search.
- Via a new query.

Once you have retrieved a list of pending disbursements, you can update the entire group of disbursements using the Update All (Mass Changes) or Update All (Individual Changes) functions.

Running a Pending Disbursements Query

How to run a pending-disbursements query:

1. Hover your cursor over the **Inquiry/Reporting** option on the Menu Bar of any OpenNet WLD page, and then click on **View Pending Disbursements**.
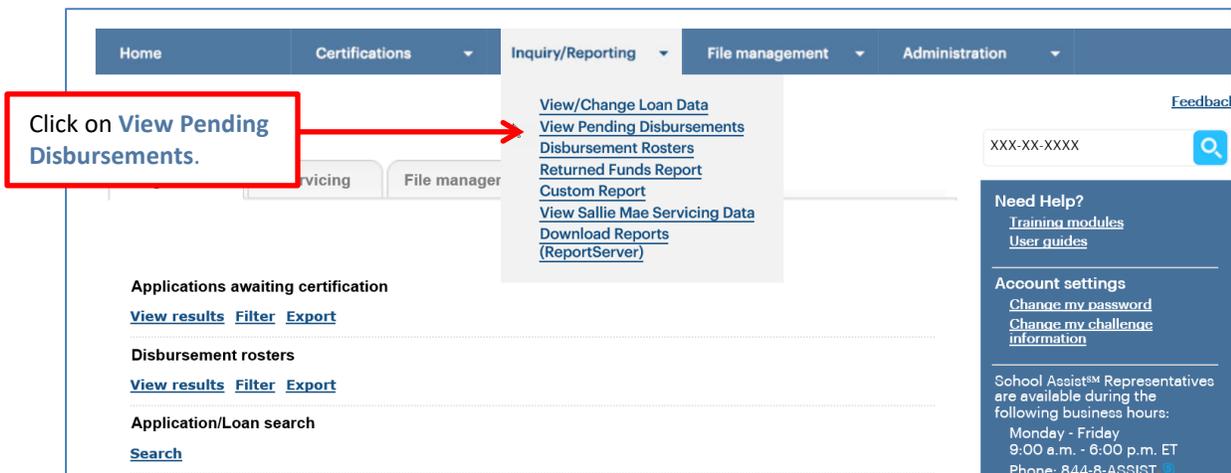
The Pre-Disbursement Selection page displays.

(Continued on the next page)

.

Run a previously saved query using the **Previously Save Queries** section..

Run a quick search using the **Quick Search** section.

Run a new query using the remainder of the page, beginning with the **Required Criteria** section.

Pre-disbursement selection

There are three ways to define your query. The PREVIOUSLY SAVED QUERIES section allows you to select and submit a previously saved query, modify a saved query or delete a query. To quickly locate a specific student or borrower, or to retrieve the results from a previously submitted query, go to the QUICK SEARCH section. To define a new query, enter your selections beginning with the REQUIRED CRITERIA section.

Previously saved queries

Select the name of the saved query you want to submit, revise, or delete.

- No selection -

[Submit saved query] [View/modify] [Delete]

Quick search

Enter an SSN to search for a specific student or borrower, or a query confirmation number to retrieve the results from a previously submitted query.

SSN: _____

Confirmation number: _____

[Submit quick search]

XXX-XX-XXX

Need Help?
Training guide
User guide

Account settings
Change my password
Change my challenge information

School Assist℠ Representatives are available during the following business hours:
Monday - Friday
9:00 a.m. - 6:00 p.m. ET
Phone: 844-8-ASSIST (844-827-7478)
International: 877-456
Direct: 302-451-4912
Email Us

Required criteria

At least one field must be completed.

	Defined range	From date	To date
Disbursement:	- Select Range -	or ____	____ (ex: 11/22/3333)
Loan period:	- Select Range -	or ____	____ ☐ Exact match

Additional criteria

To make multiple selections from the list boxes hold down control key and click with mouse.

Loan product: | All Products

School campus: | (COO!00 00) University

Lender IDs: | (Separate IDs with a comma)

Disbursement method: | All Methods / Individual Check / EFT-ACH / Master Check

Grade level: | All Grade Levels / All Undergraduate Grade Levels / All Graduate Grade Levels / 1-1st Year (Freshman)

School use field: | ____

Hold/release status: | All

	Defined range	From date	To date
Credit expiration date:	- Select Range -	or ____	____ (ex: 11/22/3333)

* Credit expiration date applies to the first disbursement only and has no relevance to subsequent disbursements.

Sort results by: | Borrower SSN

Query options

To save the query criteria, enter a name in the **query name** box and select **save** or **save and submit**. To be notified when query results are ready, select the **send e-mail notification** checkbox then select **submit**.

Query name: | _____

E-mail address: | _____ ☐ Send e-mail notification when query is complete

[Submit] [Save and submit] [Save] [Clear all criteria]

2. Use one of the three methods to define the query you want to run.

Method 1: Previously Saved Query:

1. Locate the **Previously Saved Queries** section on the Pre-Disbursement Selection page.
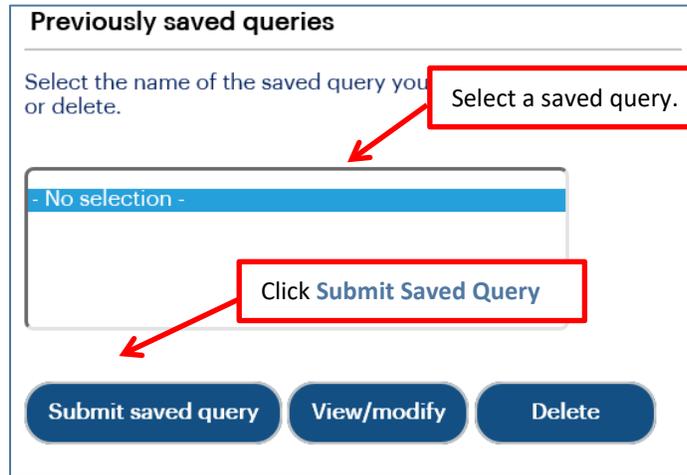
Previously saved queries

Select the name of the saved query you
or delete.

- No selection -

Select a saved query.

Click **Submit Saved Query**

| Submit saved query | View/modify | Delete |

2. Select a previously saved query.

3. Click the **Submit Saved Query** button

   NOTE: You can modify or delete a saved query using the **View/Modify** or **Delete** buttons.

   The Pre-disbursement Results page displays with record information for pending disbursements that meet the criteria defined in the saved query..

Method 2: Quick Search:

1. Locate the **Quick Search** section on the Pre-Disbursement Selection page.
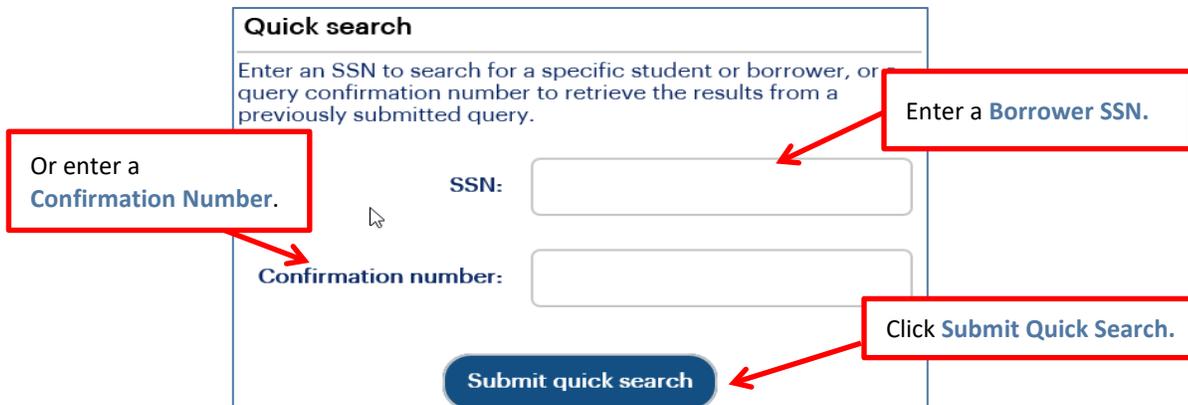
Quick search

Enter an SSN to search for a specific student or borrower, or
query confirmation number to retrieve the results from a
previously submitted query.

Enter a **Borrower SSN.**

SSN:

Or enter a
Confirmation Number.

Confirmation number:

Click **Submit Quick Search.**

Submit quick search

2. Use the **Borrower SSN** text box to search for a specific borrower or use the **Confirmation number** text box to retrieve results from a specific query that was submitted previously for offline processing.

(Continued on the next page)

3. Click the **Submit Quick Search** button.
    The Pre-Disbursement Results page displays with record information for pending disbursements for the specified borrower or from the previously submitted query.

    Method 3: New Query:

1. Locate the **Additional Criteria** section on the Pre-Disbursement Selection page. All the options from there to the bottom of the page can be used to submit and/or save a new query.

Set a date range.

Enter any additional criteria for the search.

If you plan to save the query to use again in the future, enter a name for the query.

If you want to run the query offline, enter your email address and select the check box to be notified when the results are ready.

Submit and/or save the query.

(Continued on the next page)

2. Select a predefined date range or define your own using the **Disbursements** and/or **Loan Period** text boxes. The default range includes all stored records.

3. Use the options under the **Additional Criteria** section header to further filter and sort the results as desired.

4. If you plan to save the query, enter a name for it into the **Query Name** text box (under the **Query Options** section). You can also enter your email address to run the query offline and receive an email notification when the query is complete.

5. Click the **Submit/Save** (to save for later use but not run at this time) or **Save and Submit** button.

    The Pre-Disbursement Results page displays with record information for pending disbursements that match the query criteria.

NOTE: The threshold for a pending disbursement query is 10,000 records. If your query exceeds this threshold, try narrowing your search or running the report offline.

On this page you can:

- Make the same changes in hold/release status, disbursement date, or disbursement method for all disbursement records that were returned in the query at the same time via the **Update All (Mass Changes)** link.

- Make different changes in hold/release status, disbursement date, or disbursement method values for all disbursement records that were returned in the query at the same time via the **Update All (Individual Changes)** link.

- View summary information about future disbursements that matched the search criteria via the **View Summary Totals** link.

- Export the search results data to a comma separated values (.CSV) or Excel file via the **Export to File** link.

- View loan data and make individual loan-level and disbursement-level changes via the **Update Disb, Cancel Disb**, and **View/Update** links.

Exporting Pending Disbursement Query Results

How to export the pending disbursement results:

1. On the Pre-Disbursement Results page, click the **Export to File** link.

   The Export to File page displays.

   NOTE: Other types of OpenNet inquiries also support this functionality

Export To File

Add and arrange the data fields (columns) to be exported.

The Export feature allows you to save ... wser so that the information can be viewed in Excel or Access. This opti... allows to tailor the information to fit your internal processing and/or reporting needs. You will need to select the items you want to export from the AVAILABLE COLUMNS and move them to the EXPORT COLUMNS. You may select all items or multiple items by holding down the control key and selecting the item(s) you want to export. To change the order in which the information will appear, click on the column you want to move in the EXPORT COLUMNS list and then click on the MOVE UP or MOVE DOWN buttons.

Available Columns:

- Alternative Loan Program Code
- Anticipated Graduation Date
- Application ID
- Borrower First Name
- Borrower Last Name
- Borrower MI
- Borrower SSN
- Borrower Suffix
- CommonLine Unique ID
- Credit Expiration Date
- Disbursement Destination
- Disbursement Method
- Disbursement Number
- Full School Campus ID
- Grade Level
- Gross Amount
- Hold/Release
- Lender ID/Branch

Add >
Add All >>
< Remove
<< Remove All

Export Columns:

Move Up
Move to Top
Move Down
Move to Bottom

To save the query selection criteria and export criteria, enter a name in the **Query Name** box and click on **Save** or **Save and Export**. If the query already has a name, clicking on **Save** or **Save and Export** will add the export criteria to the existing saved query.

Query Name:

Enter a file name and set the file options.

Export Format: Comma Separated (CSV)

Include Header Row: ● Yes ○ No

Click the **Export** button.

Export   Save and Export   Save   Previous

2. Add and arrange the data fields (columns) to be exported using the available functionality.

3. Select the format of the exported file using the **Export Format** drop-down list.

4. Click the **Export** button.

   Your browser displays a series of dialog boxes and prompts to let you view or save the file.

(Continued on the next page)

Updating All Pending Disbursements

How to update all pending disbursements via mass changes:

Use the Update All (Mass Changes) functionality to make the same changes in hold/release status, disbursement date, or disbursement method for all disbursement records that were returned in the query at the same time.

1. On the Pre-Disbursement Results page, click the **Update All (Mass Changes)** link.

Pre-disbursement results

Update All (Mass Changes) >>
Update All (Individual Changes) >>
View summary totals >>
Export to file >>

Click the **Update All (Mass Changes)** link.

Report run Thursday, May 21, 2020 at 6:53:43 AM

Records 1-2 (of 2)

Disb date	Borrower SSN/ Student SSN	Borrower name/ Student name	School ID/ Lender ID/ Loan product	Loan period	Disb nbr	Grade level/ H/R	Disb method/ Disb destination	Gross amt/ Net amt	
09/25/2020	666-52-5261	FINNEGAN, MICHAEL	0000000 900905 SMART OPTION STUDENT LOAN	01/15/2020 to 12/15/2020	3	1 R	ACH S	$100.00 $100.00	Update Disb / Cancel Disb / View / Update
09/20/2020	666-52-5261	FINNEGAN, MICHAEL	0000000 900905 SMART OPTION STUDENT LOAN	01/15/2020 to 12/15/2020	2	1 R	ACH S	$10,000.00 $10,000.00	Update Disb / Cancel Disb / View / Update

Return to selection - keep same criteria   Return to selection - clear all criteria

The Update All Criteria page displays.

(Continued on the next page)

Update all criteria

Note: Some changes cannot be made for records that are disbursed by a third party. Contact your disbursing agent or Sallie Mae School Assist at 844-827-7478 Ⓢ if you need more information.

	Current value	New value
Disb date:	09/05/2020	09/10/2020 (Ex: MM/DD/YYYY)
Hold/Release:	Release	Hold
Disb method:	Check	-- Select Method

> Enter the changes you want to make.

> Click **Review Changes**.

[Review changes] [Return to query results]

2. Make the changes using the available text fields and drop-down lists.

3. Click the **Review Changes** button.

   The Review Changes page displays.

   NOTE: Disbursements for which a change is not applicable will be filtered from the Review Changes page once the desired changes are indicated and **Review Changes** button is clicked.

Review changes

> Select check box to **exclude** a borrower record from the mass update.

Records

Exclude	Borr name/ Student name	Borr SSN/ Student SSN	Loan product	Disb nbr	Gross amt/ Net amt	Current value	New value
☐	FINNEGAN, MICHAEL	666-52-5261	SMART OPTION STUDENT LOAN	3	$100.00 $100.00	RELEASE	HOLD
☐	FINNEGAN, MICHAEL	666-52-5261	SMART OPTION STUDENT LOAN	2	$10,000.00 $10,000.00	RELEASE	HOLD

> Click **Submit.**

[Submit 1-2] [Edit update all criteria] [Return to query selection]

4. To exclude a borrower record from the mass-update process, select the corresponding **Exclude** check box.

5. Click the page specific **Submit** button (i.e. **Submit 1-2**, **Submit 1-9, Submit 1-50, Submit 51-100**, etc.).

(Continued on the next page)

Transaction results

Results

Number of requested changes:	2
Number of successful changes:	2
Number of unsuccessful changes:	0

Return to query selection

6. The Transaction Results page displays.
7. Click the **Return to Query Selection** button to return to the Pre-Disbursement Selection page.

How to update all pending disbursements via individual changes:
Use the Update All (Individual Changes) functionality to make different changes in hold/release status, disbursement date, or disbursement method values for all disbursement records that were returned in the query at the same time.

1. On the Pre-Disbursement Results Page, click the **Update All (Individual Changes** link.

Pre-disbursement results

Update All (Mass Changes) >>
Update All (Individual Changes) >>
View summary totals >>
Export to file >>

Click the **Update All (Individual Changes)** link.

Report run Thursday, May 21, 2020 a

Records 1-2 (of 2)

Disb date	Borrower SSN/ Student SSN	Borrower name/ Student name	School ID/ Lender ID/ Loan product	Loan period	Disb nbr	Grade level/ H/R	Disb method/ Disb destination	Gross amt/ Net amt		
09/25/2020	666-52-5261	FINNEGAN, MICHAEL	0000000 900905 SMART OPTION STUDENT LOAN	01/15/2020 to 12/15/2020	3	1 R	ACH S	$100.00 $100.00	Update Disb	Cancel Disb	View / Update
09/20/2020	666-52-5261	FINNEGAN, MICHAEL	0000000 900905 SMART OPTION STUDENT LOAN	01/15/2020 to 12/15/2020	2	1 R	ACH S	$10,000.00 $10,000.00	Update Disb	Cancel Disb	View / Update

Return to selection - keep same criteria   Return to selection - clear all criteria

(Continued on the next page)

Make your updates.

Click **Review Changes**.

2. Make updates to fields under the **New Value** column header. The **New Value** column header displays value types that can be updated individually. These values include:

    • Disbursement Date

    • Hold/Release Status

    • Disbursement Method

3. Click the **Review Changes** button.

    The Review Individual Changes page displays.

4. Review the changes and then click the **Submit Current Page Changes** button.

    The Transaction Results page displays.

Click **Submit Current Page Changes**.

(Continued on the next page)

Transaction results

Results

Number of requested changes:	2
Number of successful changes:	2
Number of unsuccessful changes:	0

Return to query selection

5. Click the **Return to Query Selection** button to return to the Pre-Disbursement Selection page.