OpenNet® Web Loan Delivery

Originations User Reference Guide

Last Updated: 06/01/2020

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Getting Started Quick References

OpenNet WLD Login Overview

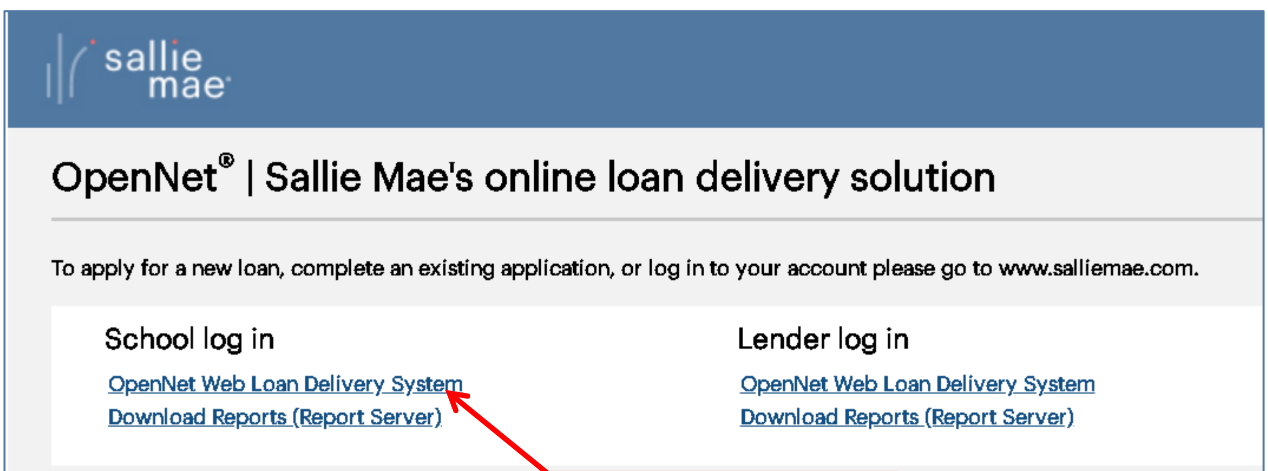
In order to access the OpenNet® Web Loan Delivery system, you must first log in. From the Log-In page, you can:

- Perform a login for first time users, which allows you to reset your account.
- Perform a subsequent login, which takes you directly to the OpenNet application.
- Obtain your user ID, in case you have forgotten it.
- Create a new password, in case you have forgotten it.

Logging In for the First Time

How to log in for the first time:

1. Type the following URL into your Web browser's **Address** field: https://opennet.salliemae.com.
   NOTE: The same URL is used for both school and lender login.
2. Under the **School log in** section header on the OpenNet entry page, click the **OpenNet Web Loan Delivery System** link.



Click the **OpenNet Web Loan Delivery System** link.

The OpenNet Log-In page displays.

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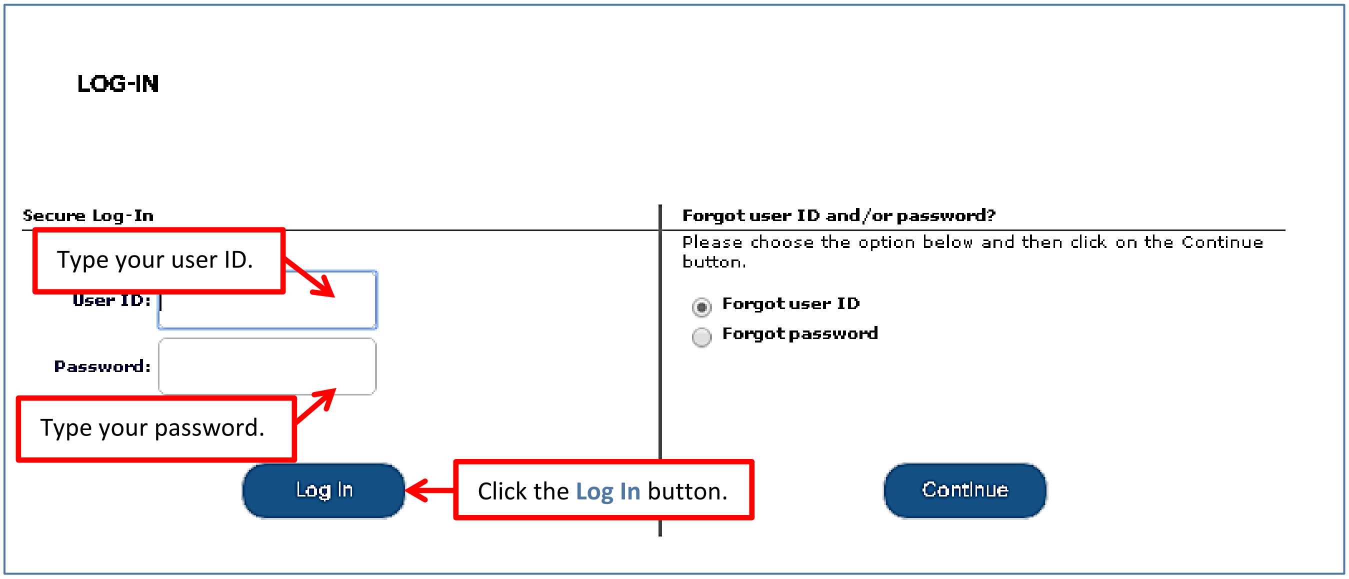
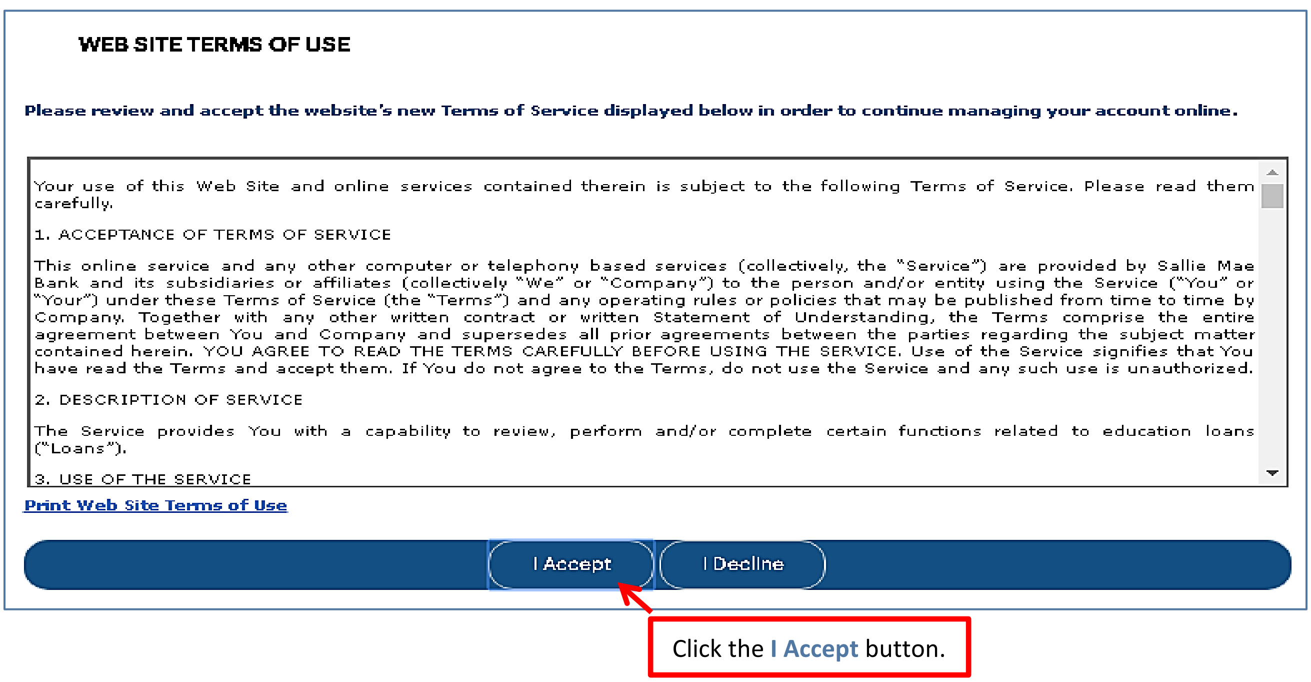


3. Type your user ID and password, and then click the **Log In** button.
4. The Web Site Terms of Use page displays. Read the terms and click the **I Accept** button.



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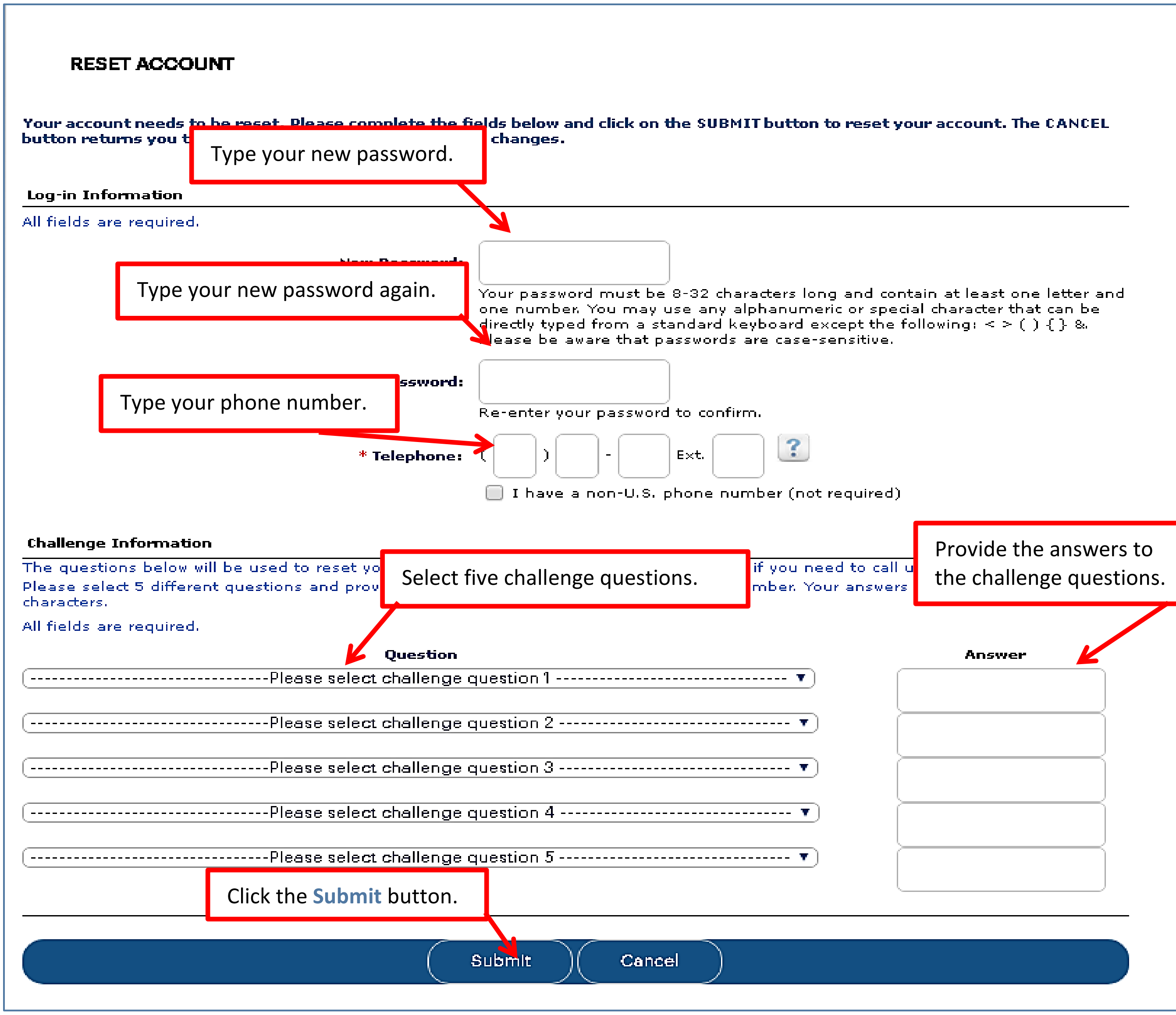
The Reset Account page displays.



5. Use the **New Password** and **Confirm New Password** fields to set and confirm a new password.
6. Provide the phone number at which you can be contacted in the **Telephone** field. You may choose to enter your personal cell phone or your office phone.

   NOTE: In certain security situations, we will use your phone number to send you a Temporary Access Code.
7. Select and answer five challenge questions that are used to verify your identity in certain security situations.
8. Click the **Submit** button.

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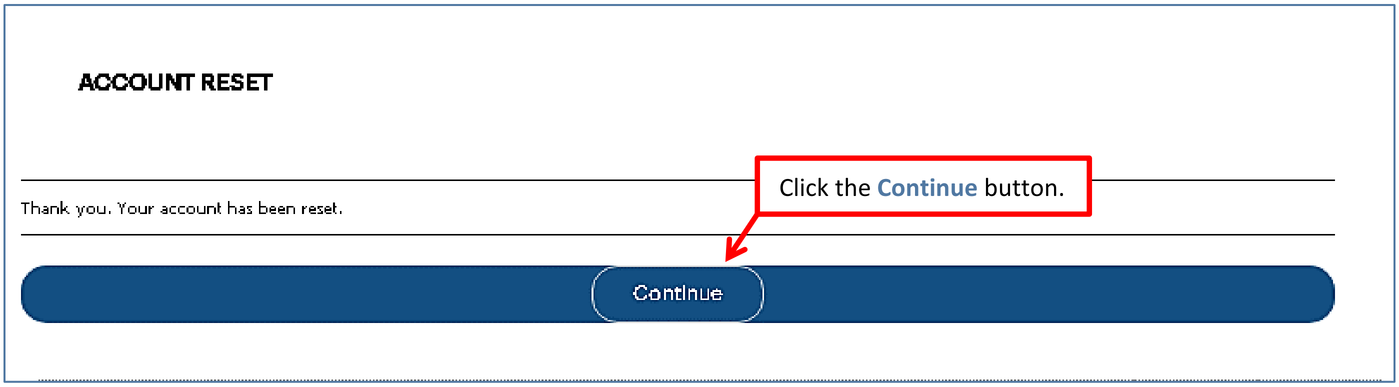
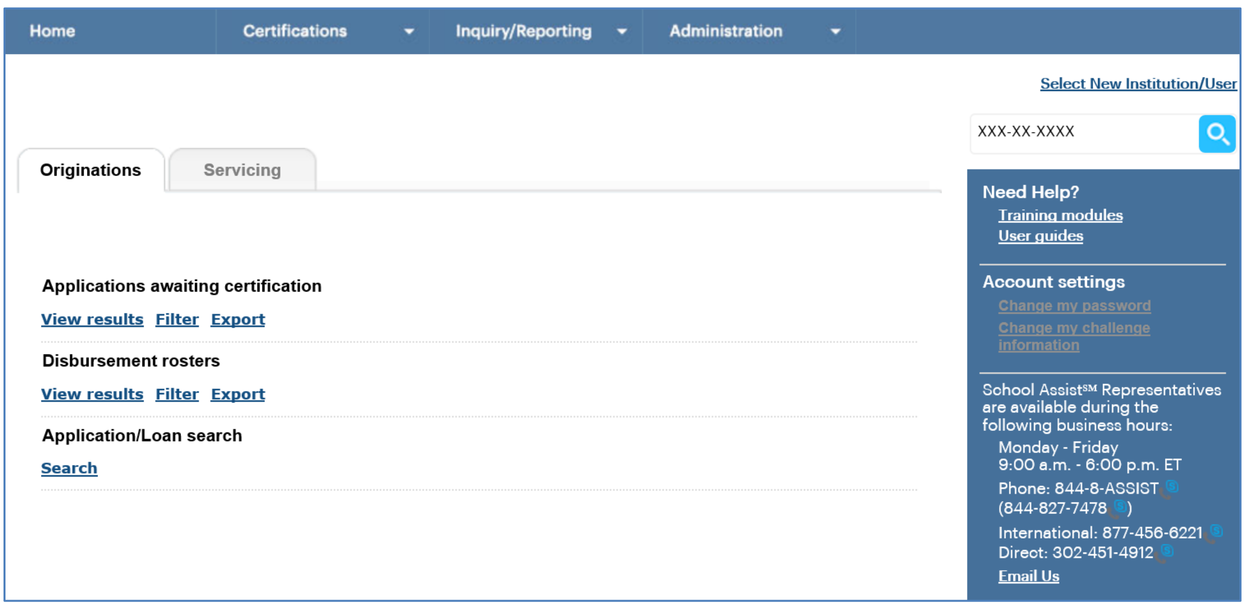
The Account Reset page displays, confirming that the reset has been successful.



9. lick the **Continue** button.

   The OpenNet School Home Page displays.



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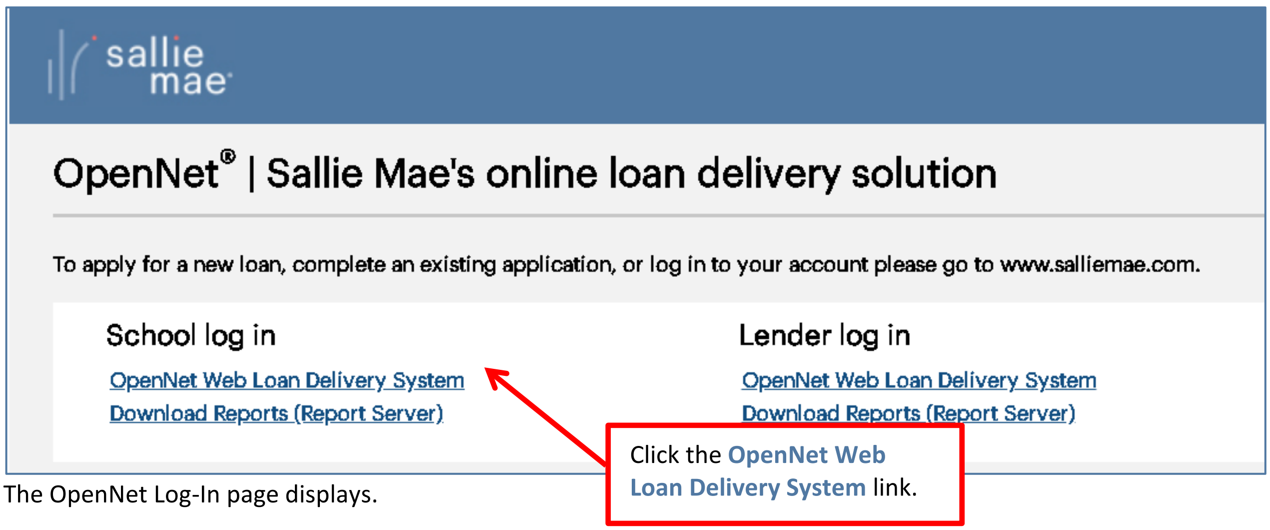
Subsequent Logins

How to log in:

1. Type the following URL into your Web browser's **Address** field: https://opennet.salliemae.com.
   NOTE: The same URL is used for both school and lender login.
2. Under the **School log in** section header on the OpenNet entry page, click the **OpenNet Web Loan Delivery System** link.



The OpenNet Log-In page displays.

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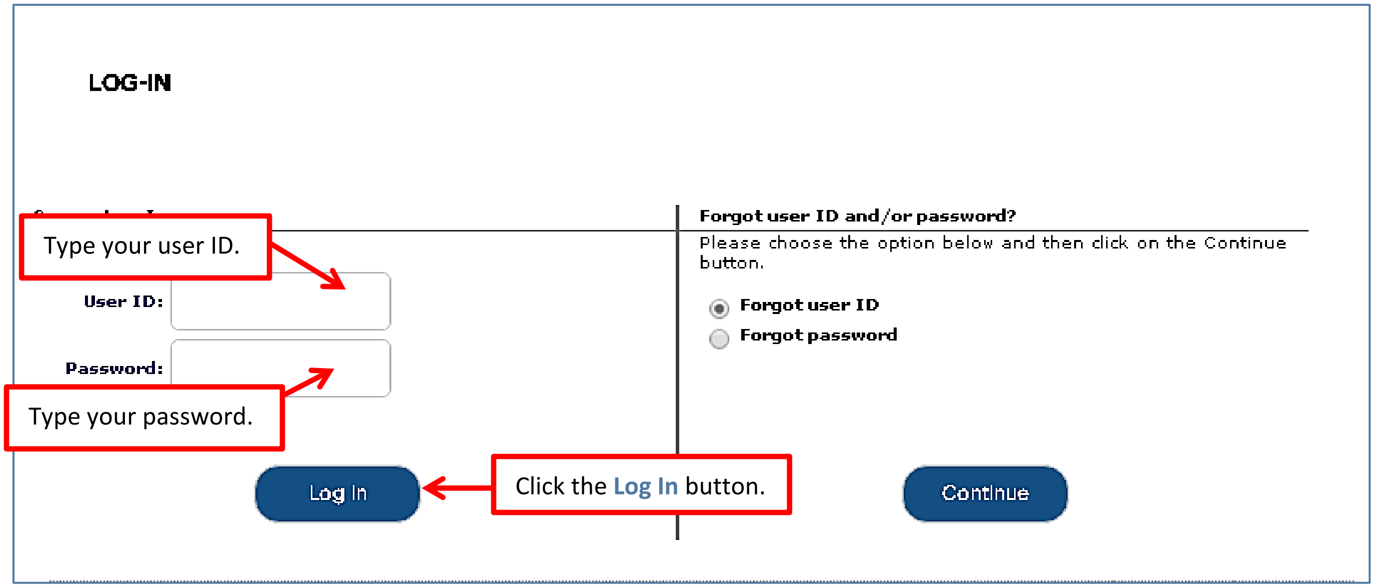
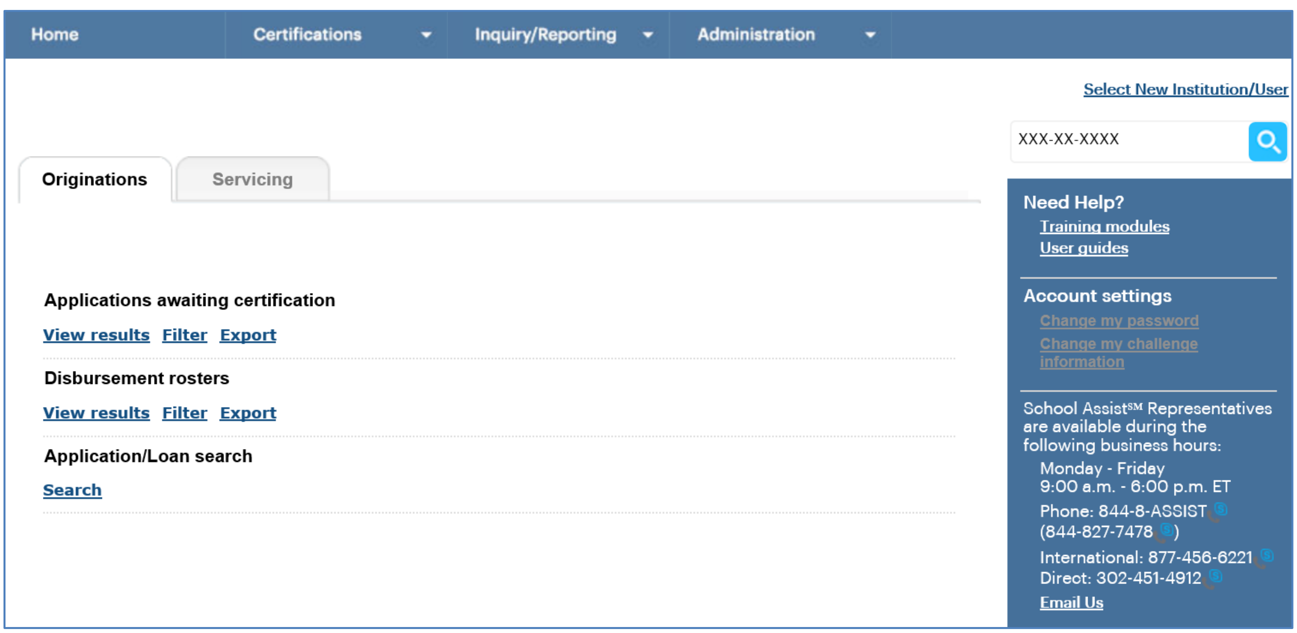


3. Type your user ID and password and then click on the **Log In** button.

   The OpenNet School Home Page displays.



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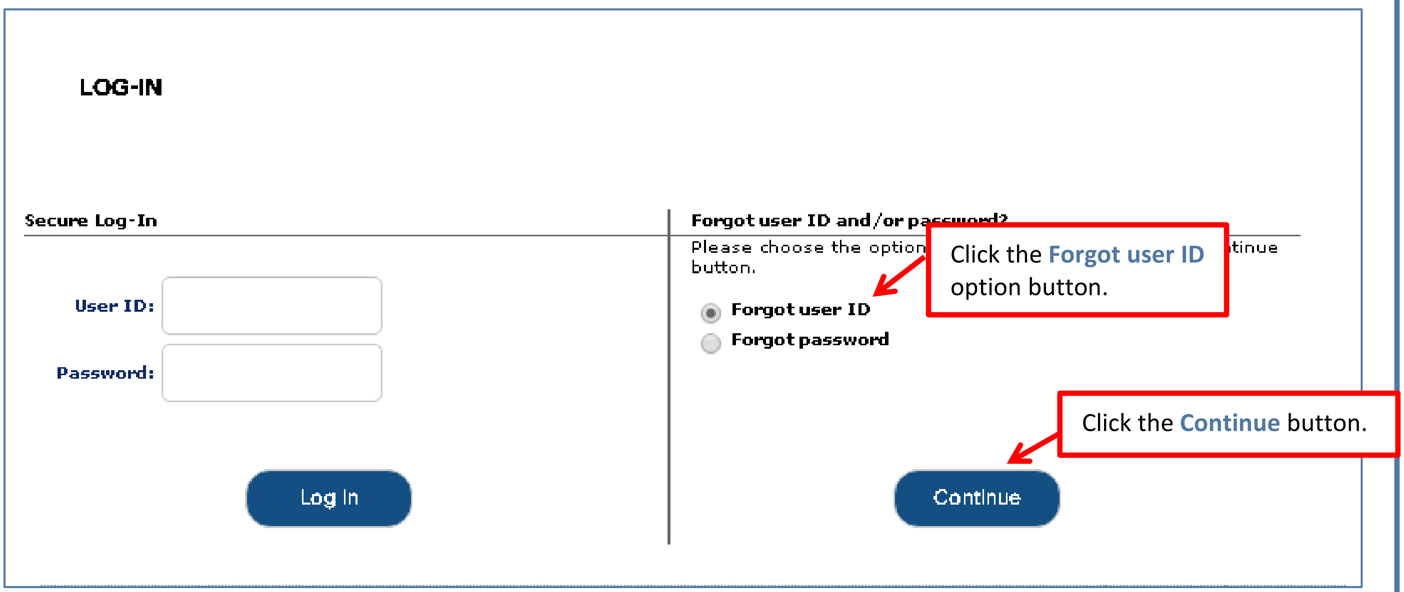
Forgot User ID

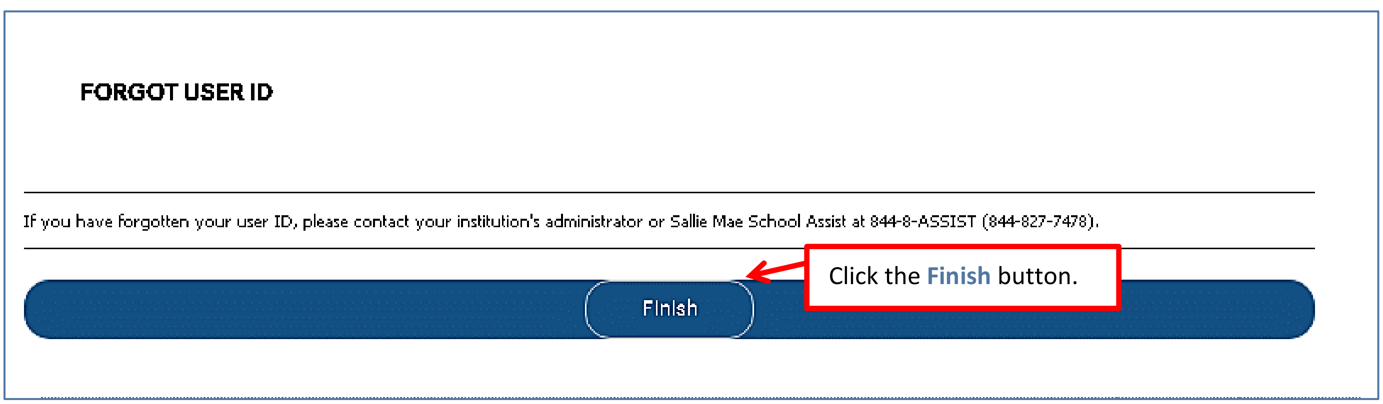
How to obtain your user ID:

1. Click the **Forgot user ID** option button on the Log-In page.



2. Click the **Continue** button.

   The Forgot User ID page displays, with contact information for obtaining your user ID.



3. Click the **Finish** button.

   The Log-In page re-displays.

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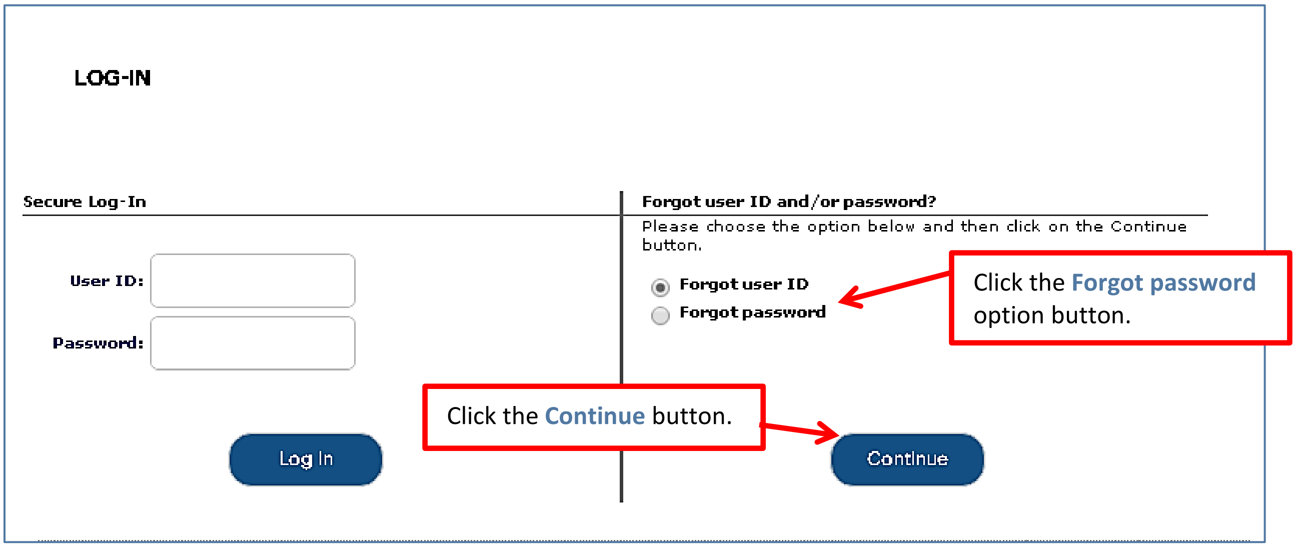
Forgot Password

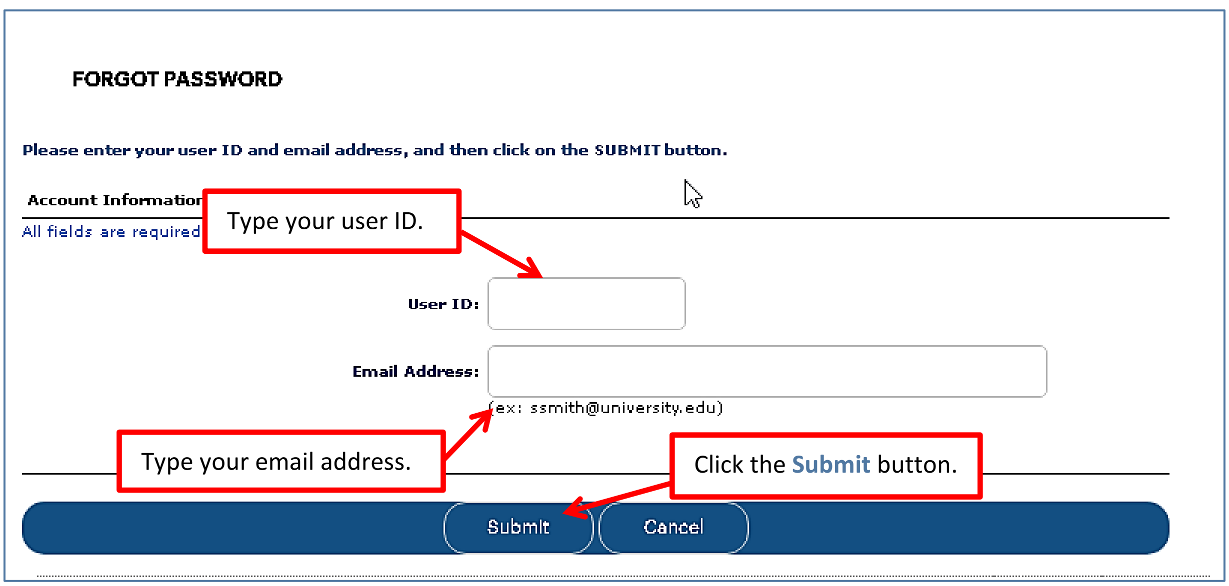
How to create a new password:

1. Click the **Forgot password** option button on the Log-In page.



2. Click the **Continue** button.

   The Forgot Password page displays.



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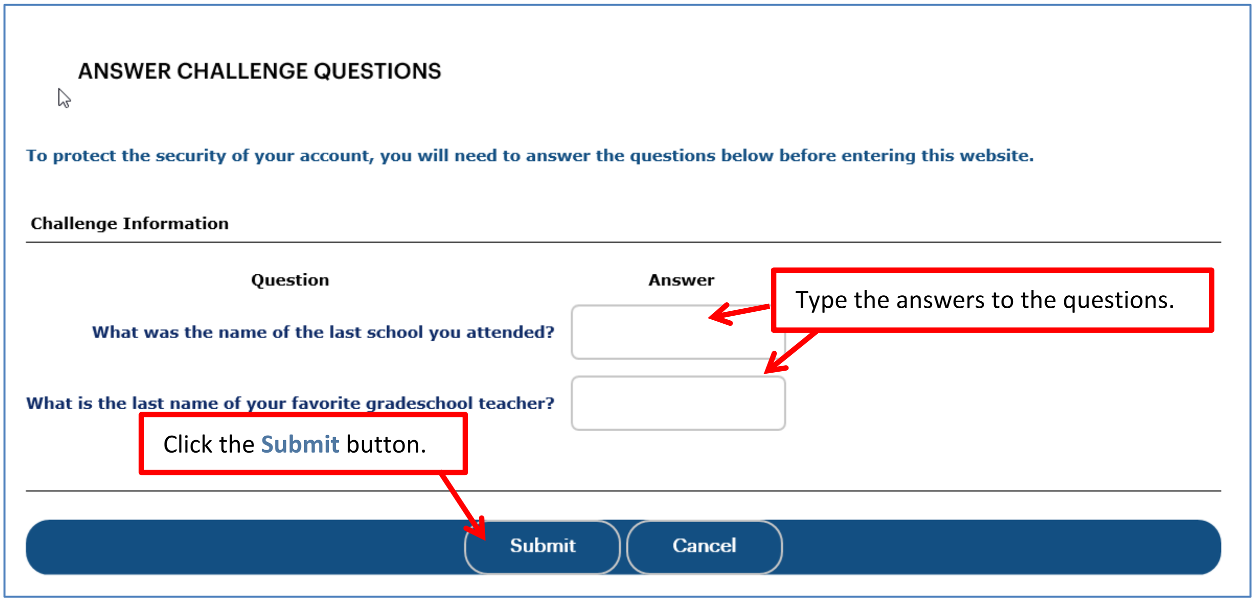
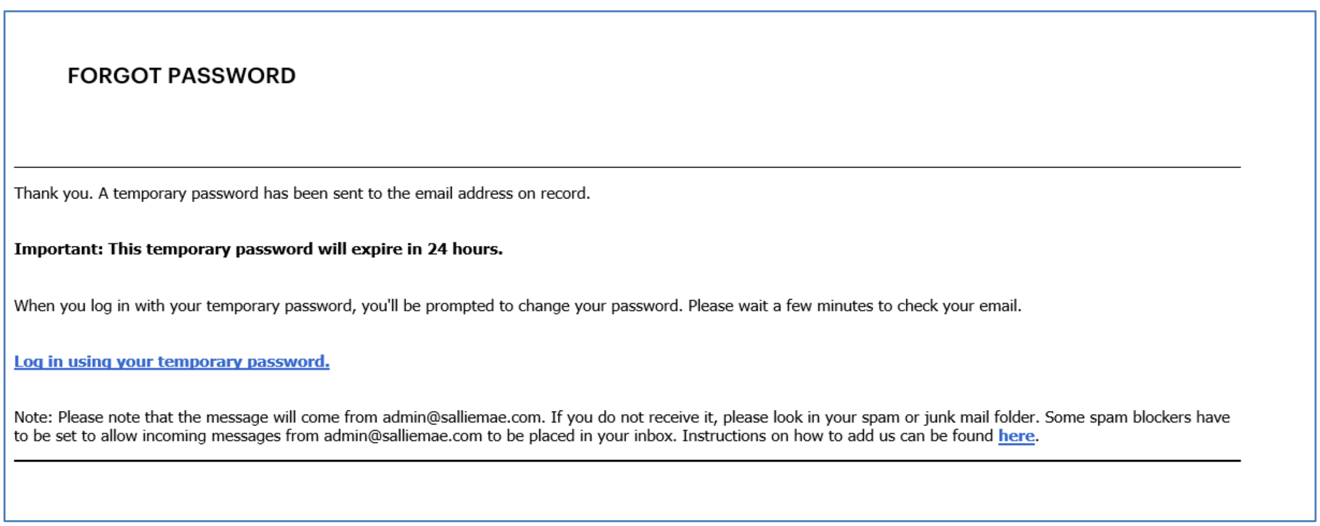
3. Type your user ID and email Address.
4. Click the **Submit** button.

   The Answer Challenge Questions page displays.



5. Answer the challenge questions.
6. Click the **Submit** button.

   The Forgot Password Information page displays.



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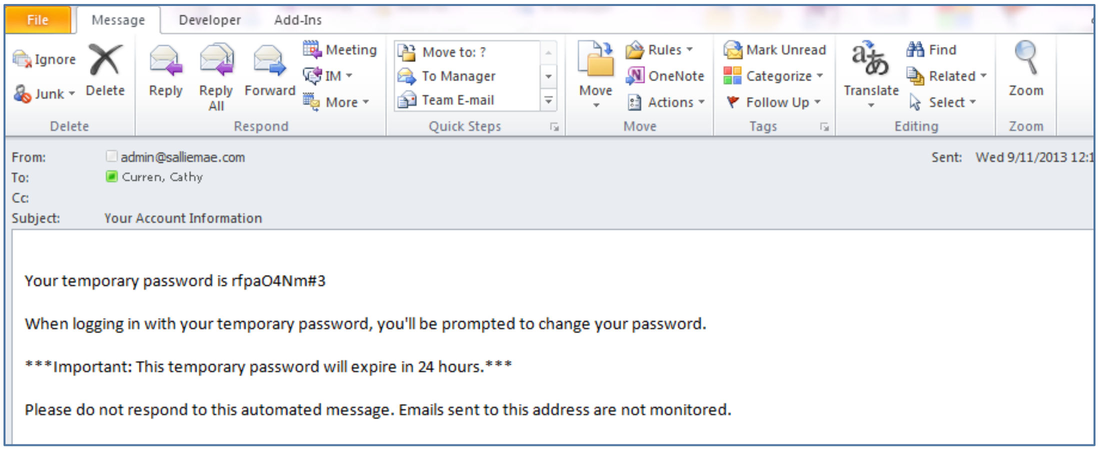
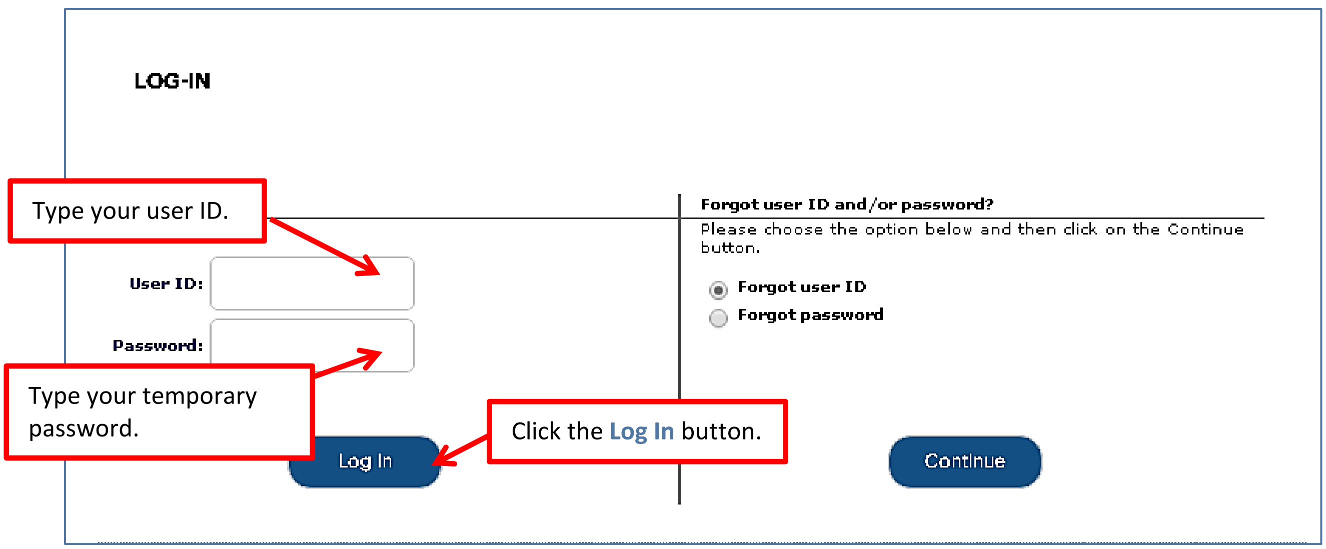


A temporary password that will let you log in and reset your account is emailed to you.

NOTE: The temporary password expires in 24 hours.

7. Return to the Log In page.



8. Type your user ID and temporary password.
9. Click the **Log In** button.

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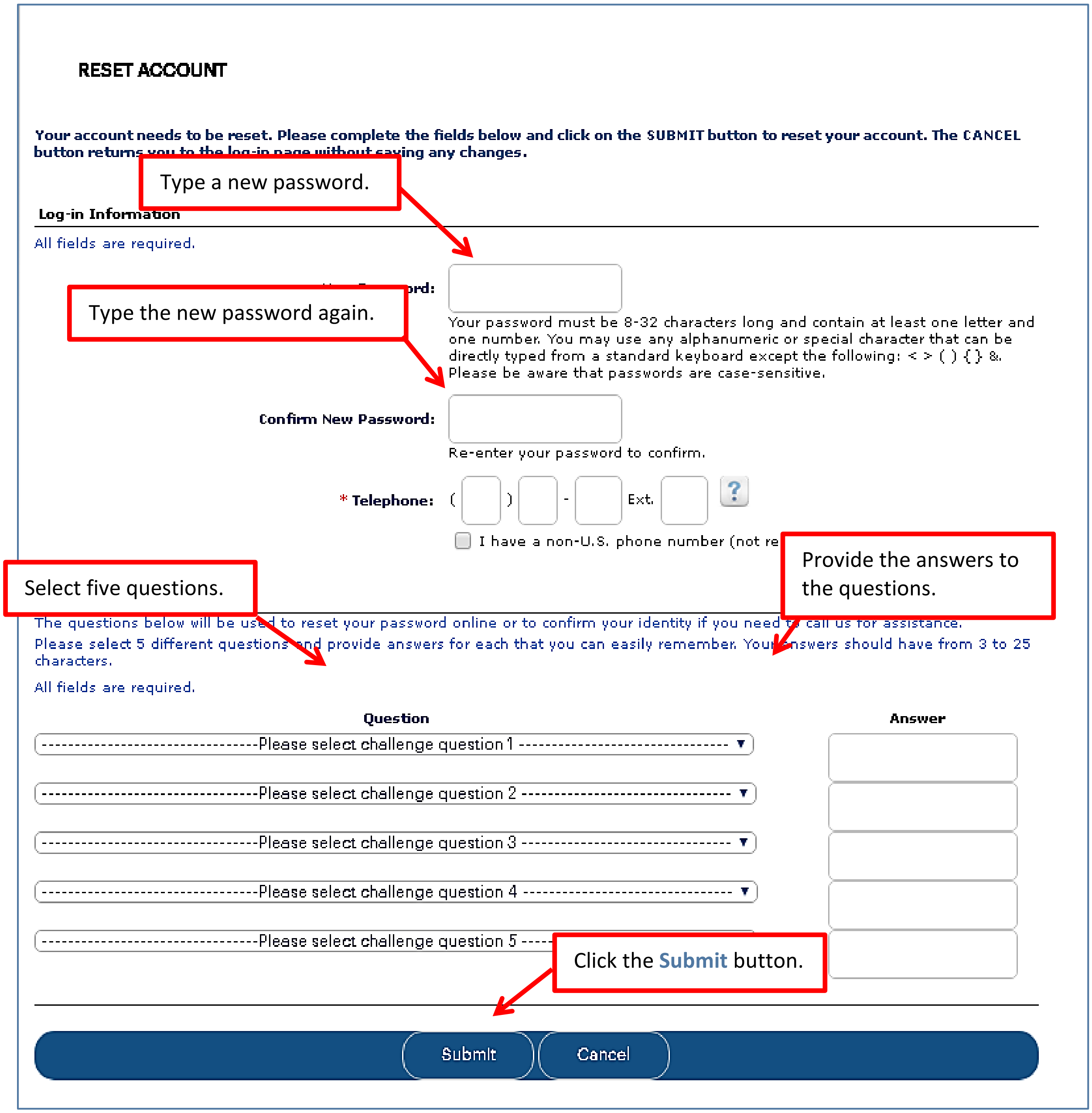
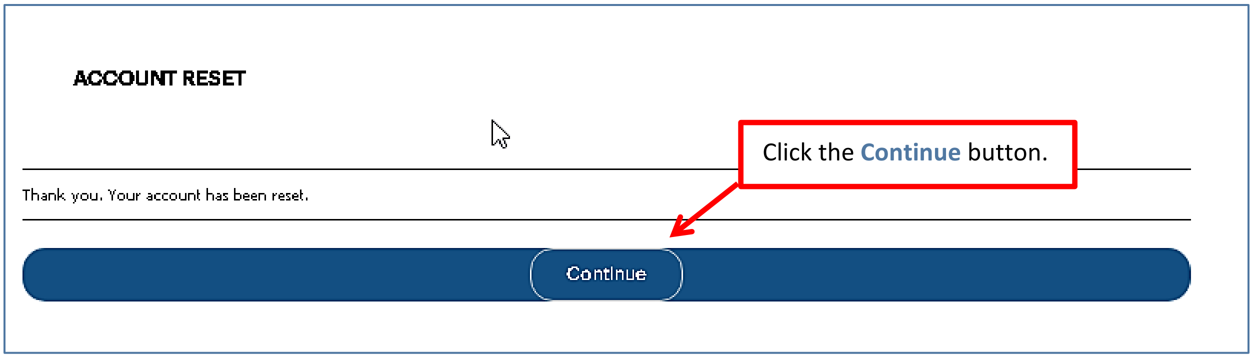
The Reset Account page displays.



10. Type a new password.
11. Confirm the new password by re-typing it.
12. Select five challenge questions and provide answers for them.
13. Click the **Submit** button.



An Account Reset confirmation page displays, verifying that your account has been successfully reset.

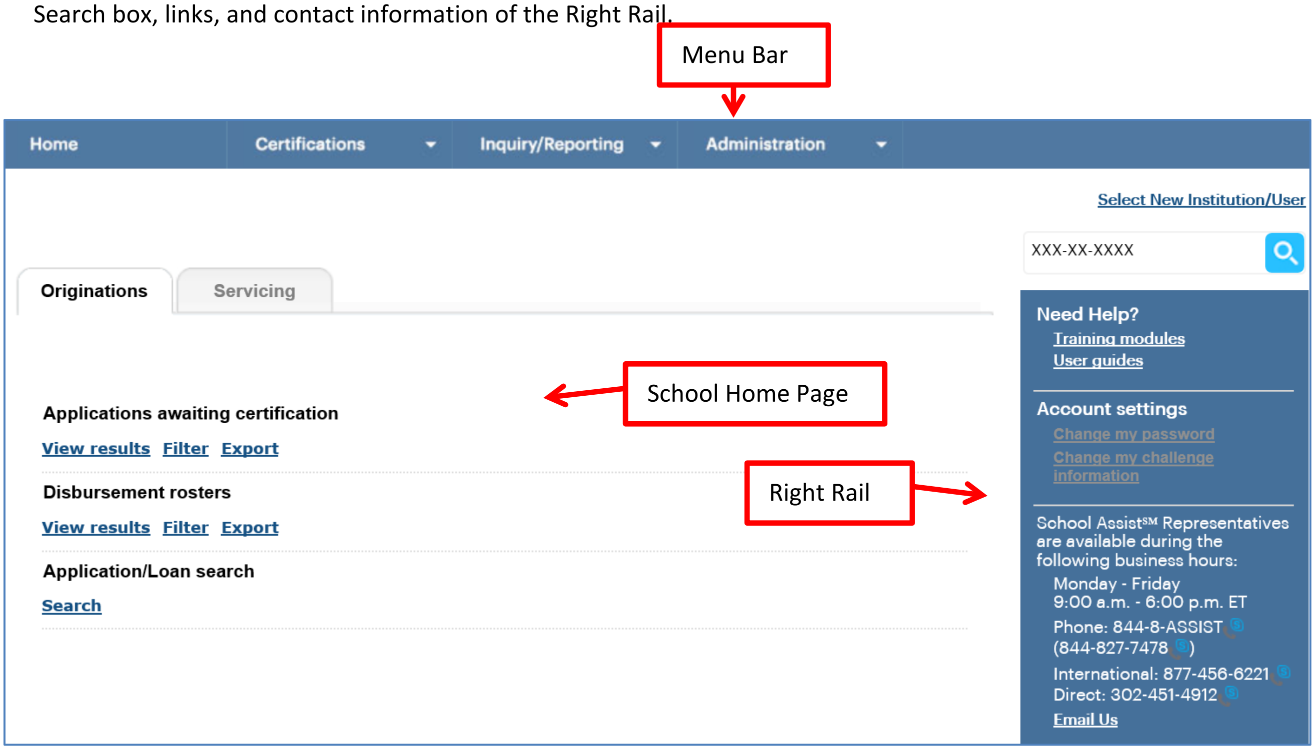
14. Click the **Continue** button.

    The Log-In page re-displays and you can log in to OpenNet using your new password.

OpenNet WLD Navigation Overview

There are several ways you can navigate through the OpenNet® Web Loan Delivery system. Some of the ways to get around are via the:

- Tabs, tiles, and links of the School Home Page.
- Drop-down menus of the Menu Bar.
- Search box, links, and contact information of the Right Rail.



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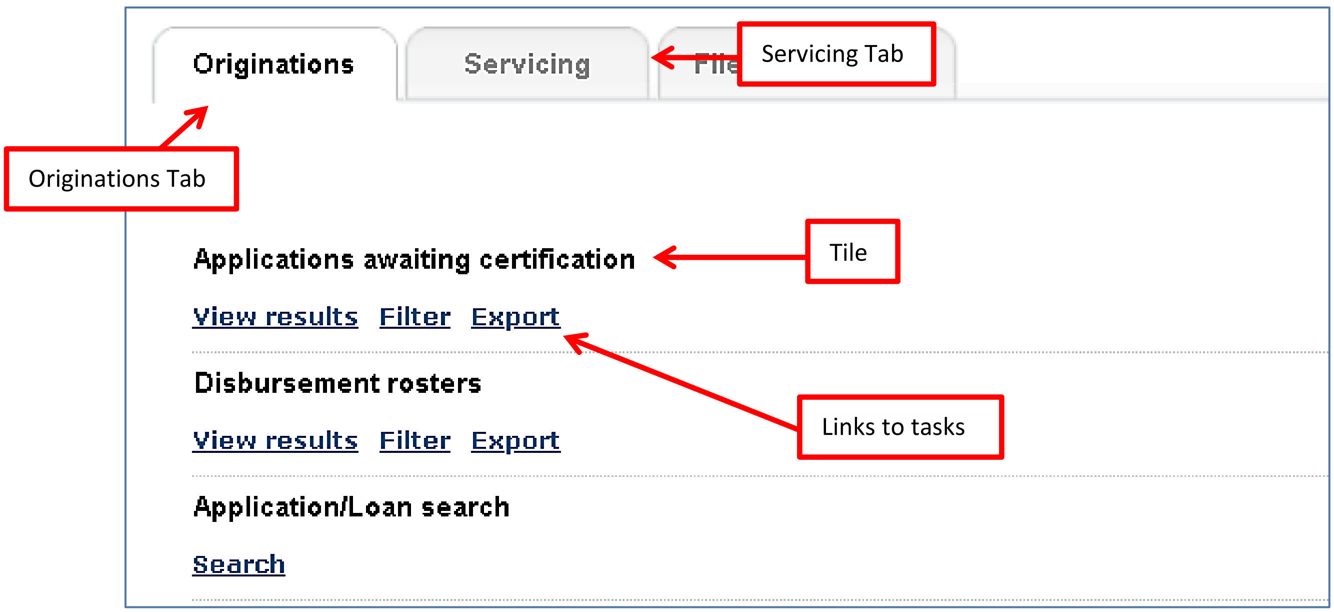
School Home Page

Features of the School Home Page:

The OpenNet School Home Page has two main features:

- Tabs for Originations or Servicing based tasks and activities.

- Tiles containing links to the various pages and tasks that can be performed in OpenNet.
  NOTE: The Tiles and links that display on the School Home Page depend on the service components that are enabled for your school and your level of access.



How to use the School Home Page:

- Click the **Originations** tab to view Originations pages and perform Originations-based tasks.
- Click the **Servicing** tab to view Servicing pages and perform Servicing-based tasks.
- Click a **link** in a Tile to be taken to an OpenNet page and perform the associated activity.
- To return to the School Home Page, click the **Home** option on the Menu Bar at the top of any page.

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Menu Bar

Features of the Menu Bar:

The Menu Bar displays at the top of every page in OpenNet. The Menu Bar contains drop-down menus that you can use to navigate to pages and tasks in OpenNet.

The Menu Bar includes the following options:

- **Home** – Navigates to the School Home Page.
- **Certifications** – Navigates to the Applications Awaiting Certification function.
- **Inquiry/Reporting** – Navigates to pages that allow you to view and/or change loan and disbursement data and to perform reporting functions.
- **File Management** –Navigates to the file management system to send and receive files.
- **Administration** – Navigates to various pages that allow you to set up and customize OpenNet for your school and users.

NOTE: The options that display in the Menu Bar depend on the service components that are enabled for your school and your level of access.

How to use the Menu Bar:

1. Hover your cursor over an option in the Menu Bar.

   A drop-down menu displays.

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OpenNet WLD Account Security Overview

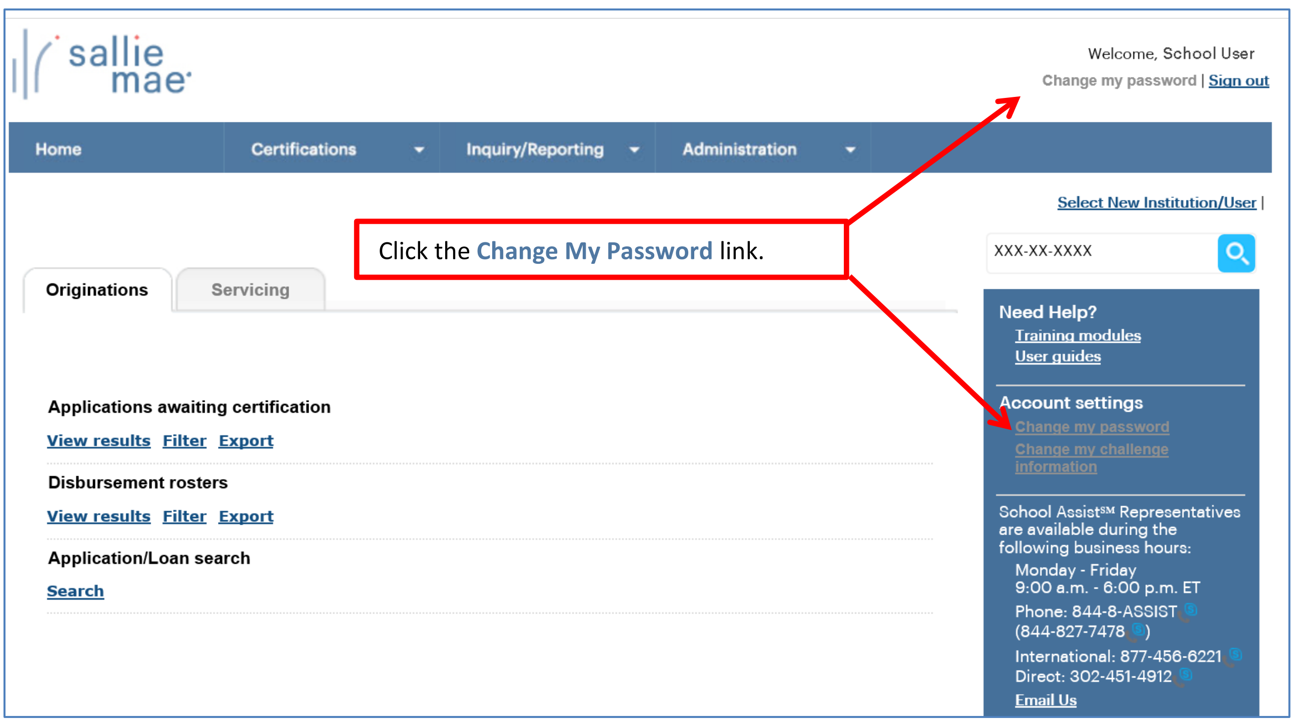
From within the OpenNet® Web Loan Delivery system, you can change your account security information:

- Your password
- Your challenge information

Change Your Password

How to change your password:

1. From any page in OpenNet, click on one of the following links:
    - The **Change My Password** link located at the top of the page.
    - The **Change My Password** link located in the Right Rail under Account Settings.



The Change Your Password page displays.

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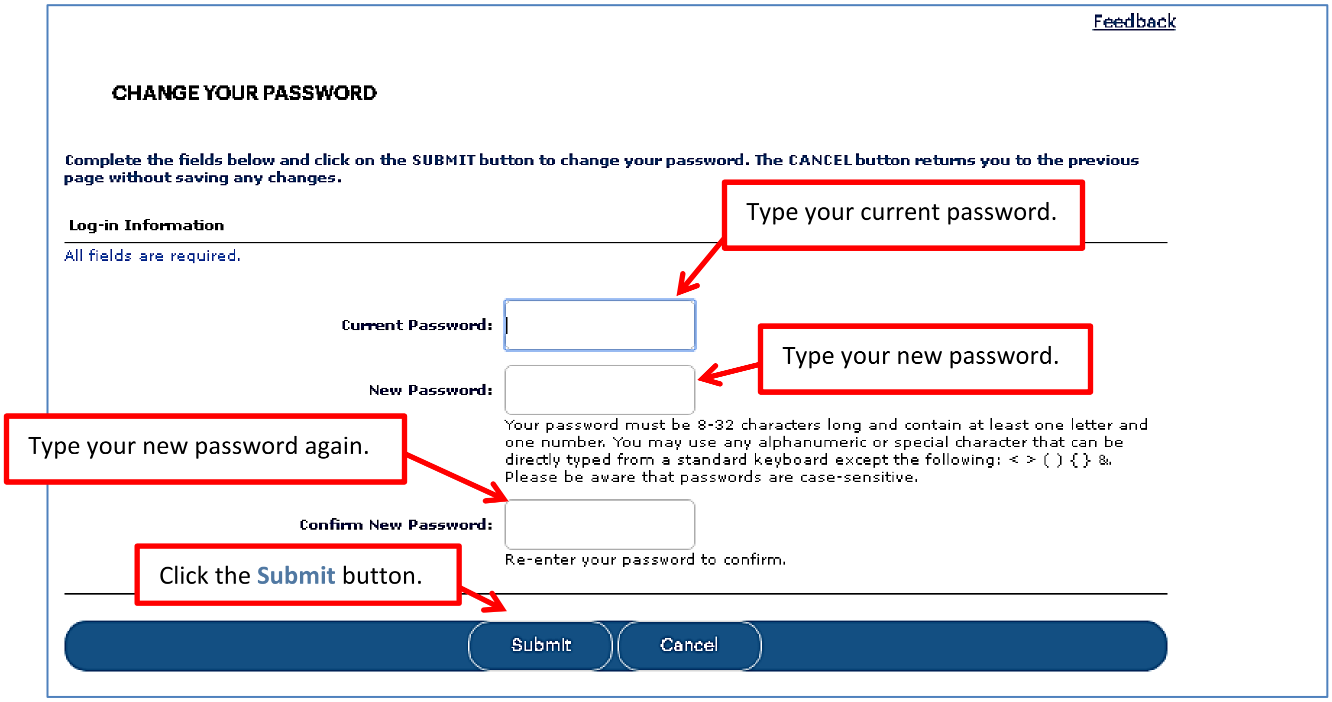
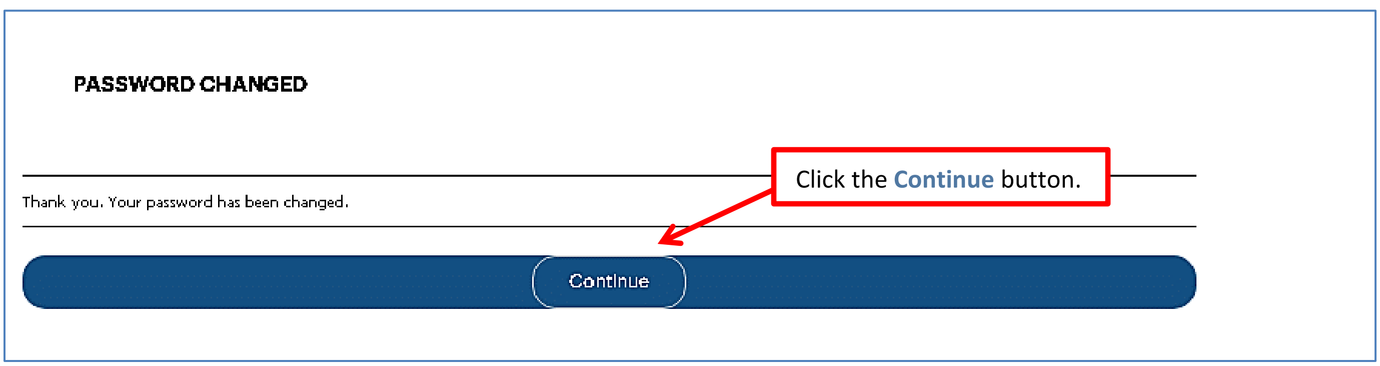


2. Type your current password into the **Current Password** text box.
3. Type your new password into both the **New Password** and **Confirm New Password** text boxes.
4. Click the **Submit** button.

   The Password Changed page displays, confirming that the change was successful.

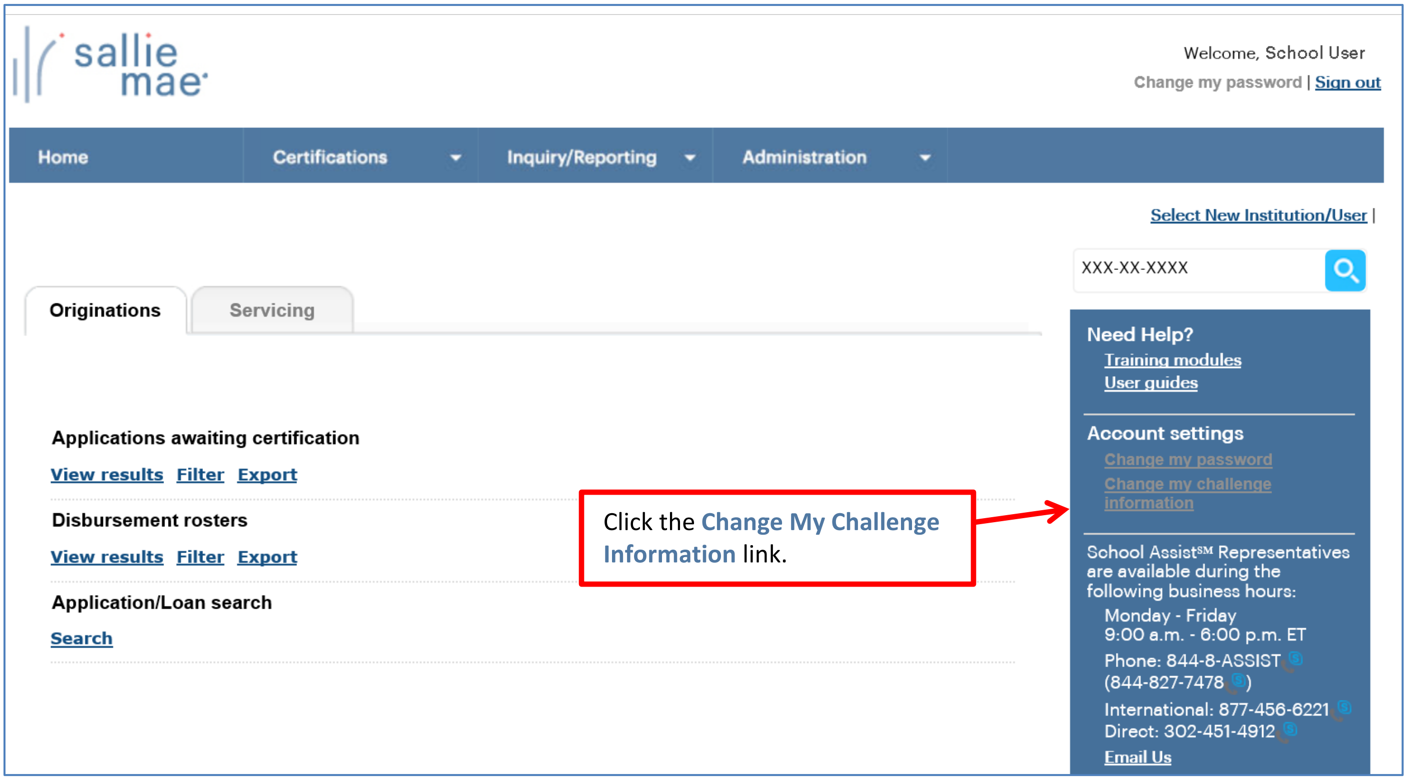


5. Click the **Continue** button to return to the original OpenNet page.

Change Your Challenge Information

How to change your challenge information:

1. From any page in OpenNet, click the **Change My Challenge Information** link located in the Right Rail under Account Settings.



The Change Your Challenge Questions page displays.

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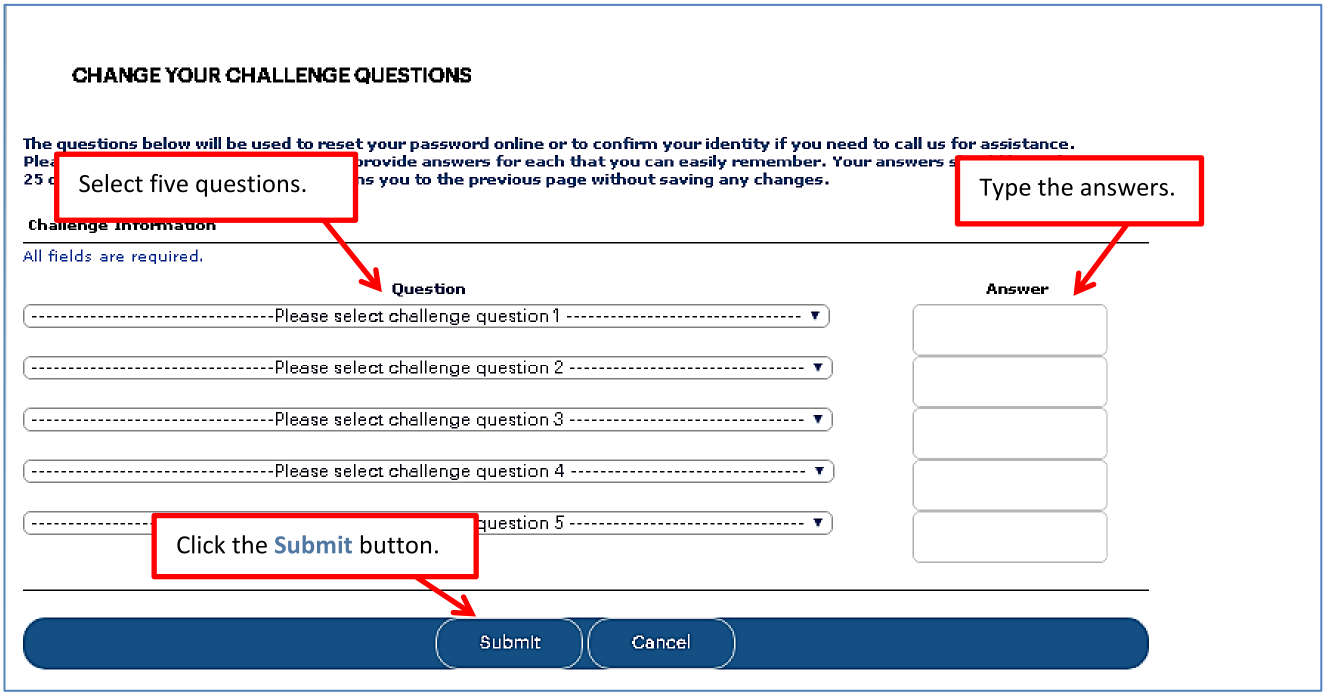
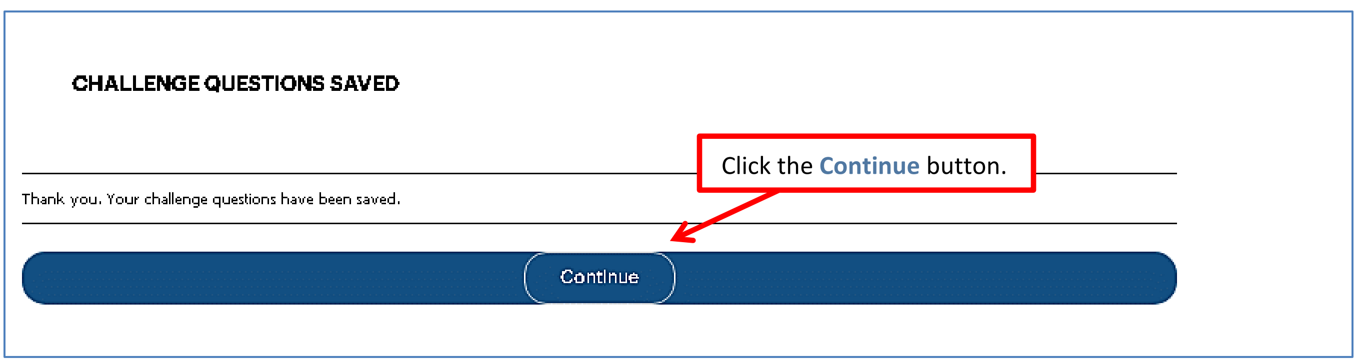


2. Select five unique questions using the **Question** drop-down menus and enter the five corresponding answers into the **Answer** text boxes.
3. Click the **Submit** button.

   The Challenge Questions Saved page displays, confirming that the updated information has been saved.



4. Click the **Continue** button to return to the original OpenNet page.

OpenNet Training Modules Overview

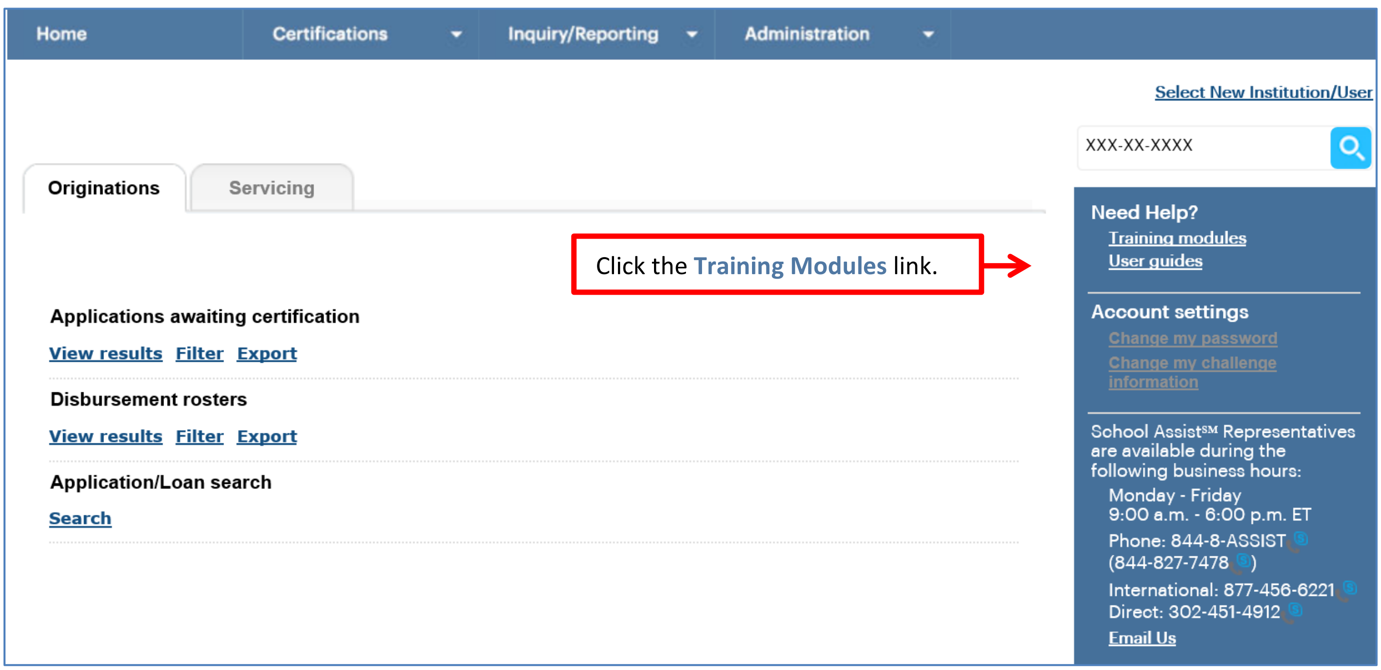
The Training Modules page provides numerous resources to help you use OpenNet®. On the Training Modules page, you will find:

- Detailed quick reference cards to help you perform various functions.
- Demonstration videos to show you overviews and detailed steps for procedures.
- A reference guide to give you a complete training experience.

Using the Training Modules

How to access the Training Modules:

1. Click the **Training Modules** link on the Right Rail of any OpenNet page.



2. The OpenNet Training Modules page displays.

(Continued on the next page)

Under the section headings, you will find:

- A link to each training resource

NOTE: You will need Adobe Reader, available free from Adobe, to view PDF documents.

Quick Tips for Using OpenNet WLD

Here are some quick tips to help you with the general use of the OpenNet® Web Loan Delivery system.

- OpenNet will time out after 20 minutes of inactivity.
- OpenNet User ID's are deactivated after 180 days of inactivity.

Navigation:

- For easy navigation to the School Home Page, click the **Home** option in the Menu Bar.
- Never use the browser's **Back** button while navigating in OpenNet. Instead, use the navigation buttons and links that display in OpenNet.
- If you need information about how to perform a specific task in OpenNet, the **Need Help?** section of the Right Rail provides links to reference and training materials.
- To protect your account's security, be sure to always log out when you are done working in OpenNet or are going to be away from your computer. The **Sign Out** link at the top of the page logs you out of OpenNet and directs you to the Log Out page, where you can log in again if needed.

Contact Us:

- If you still need help after checking the reference materials, you can call us at the number provided on screen or use the **Email Us** link to send an email. Business hours display for our customer support team.

OpenNet® Web Loan Delivery

Originations User Reference Guide

Certifications Quick Reference

Certification Overview

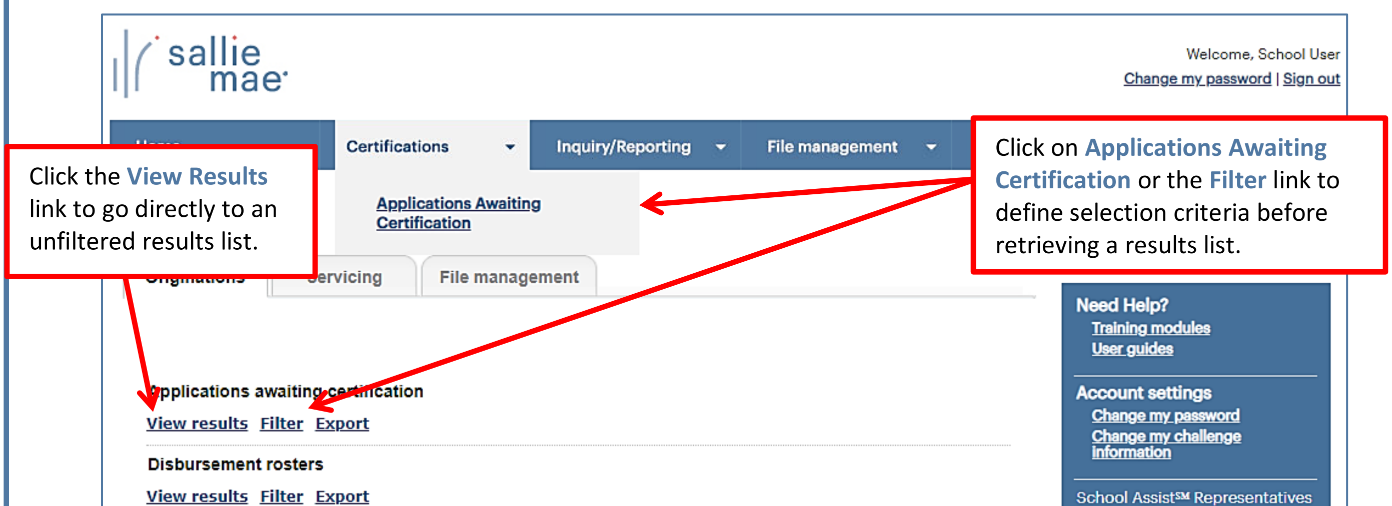
The Certify Applications functionality allows a school user to define the criteria (loan period date range, loan product, etc.) for retrieving loan applications awaiting certification and then to perform the certification online.

Running an Applications Awaiting Certification Query

How to retrieve applications awaiting certification:

1. Do one of the following:
    - Hover your cursor over the **Certifications** option on the Menu Bar of any OpenNet Web Loan Delivery page, and then click on **Applications Awaiting Certification**.
    - On the **Originations** tab of the School Home Page, click the **Filter** link on the **Applications Awaiting Certification** tile.

    SHORTCUT: To go directly to a list of all applications awaiting certification, click on the **View Results** link on the **Applications Awaiting Certification** tile. The results will not be filtered on loan period, loan product, or school campus. If you wish to bypass the results page and instead export the results to a file you can save to your computer, click on the **Export** link on the **Applications Awaiting Certification** tile.



The Awaiting Certification Selection page displays.

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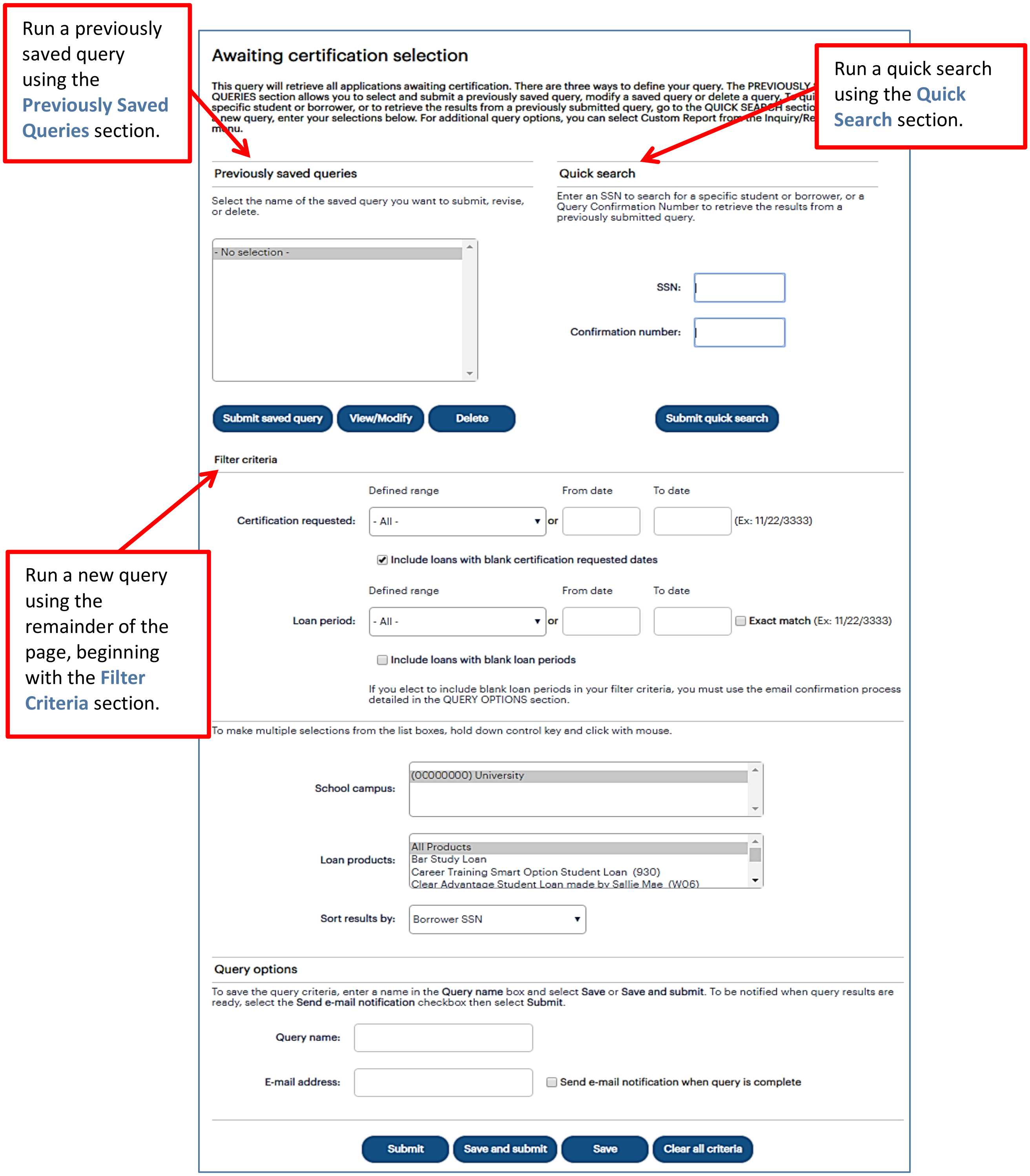

2. Use one of three methods to define the query you want to run.

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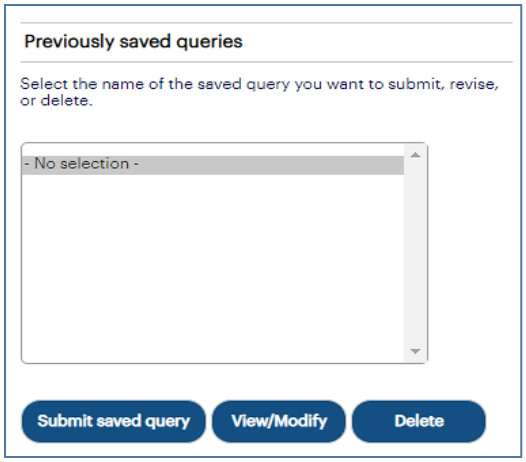
Method 1: Previously Saved Query:

1. Locate the **Previously Saved Queries** section on the Awaiting Certification Selection page.



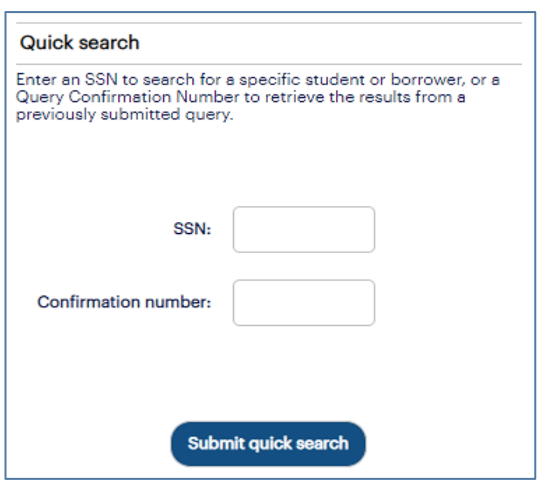
2. Select a previously saved query.
3. Click the **Submit Saved Query** button

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

   The Awaiting Certification Results page displays with record information for applications that meet the criteria defined in the saved query.

Method 2: Quick Search:

1. Locate the **Quick Search** section on the Awaiting Certification Selection page.



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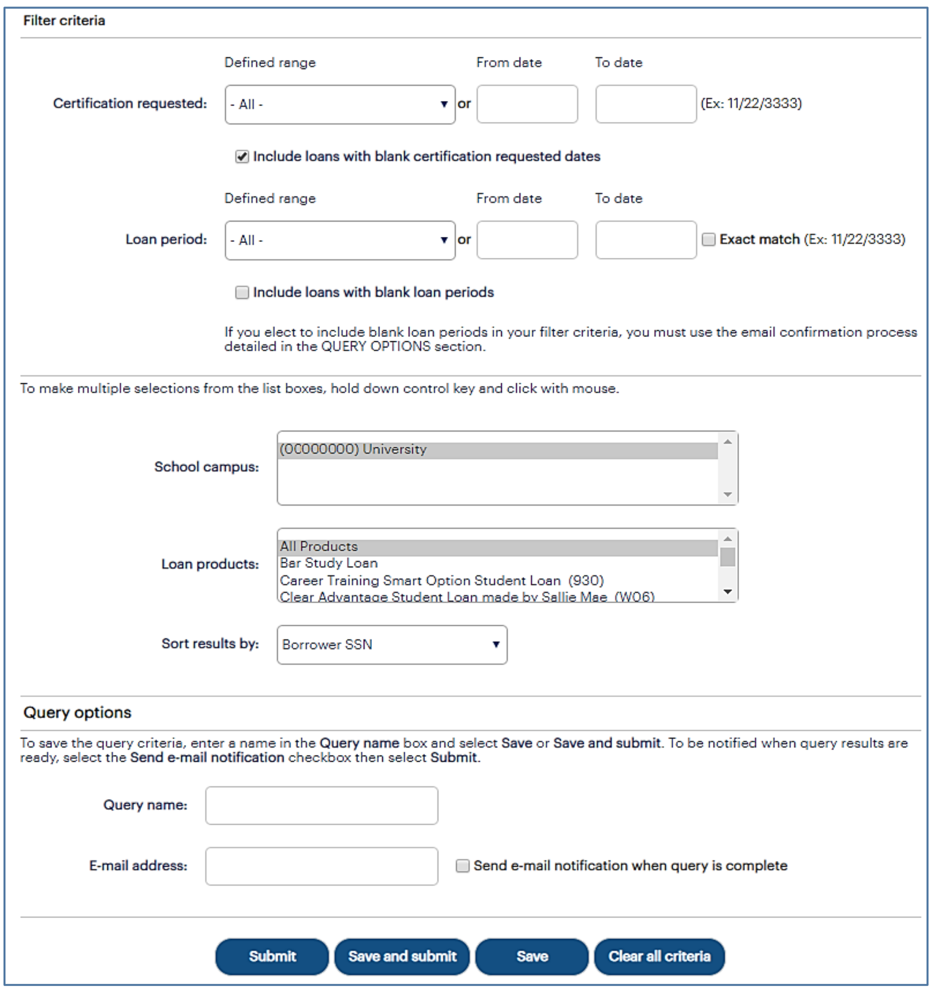
2. Use the **Confirmation Number** text box to retrieve results from a specific query that was submitted previously for offline processing.
3. Click the **Submit Quick Search** button.

   The Awaiting Certification Results page displays with record information for applications awaiting certification for the specified borrower or from the previously submitted query.

Method 3: New Query:

1. Locate the Filter Criteria section on the Awaiting Certification Selection page. All of the options from there to the bottom of the page can be used to submit and/or save a new query.

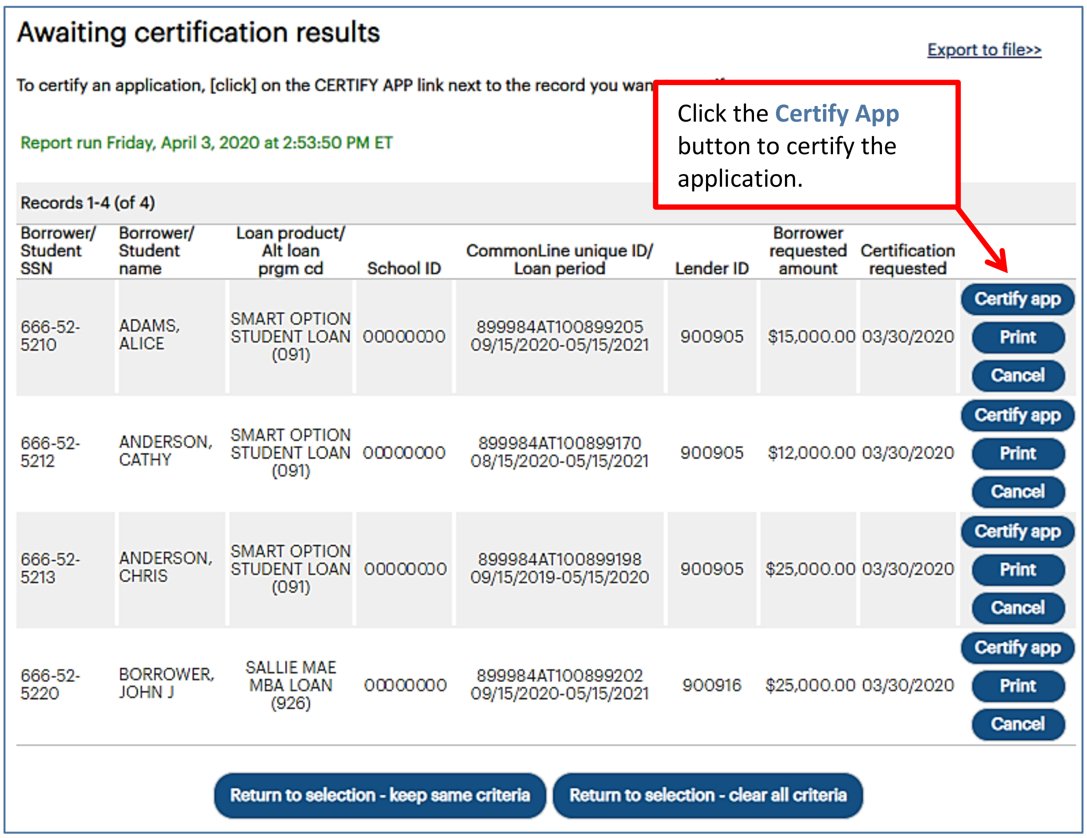


2. (Optional) Select a predefined date range or define your own using the **Certification Requested** text boxes. The default range includes all stored records.

(Continued on the next page)

3. (Optional) Select a predefined date range or define your own using the **Loan Period** text boxes. The default range includes all stored records.
4. (Optional) Use the **School Campus** and **Loan Products** filters as needed and sort the results if desired. By default, results will sort by Borrower SSN.
5. 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.
6. Click the **Submit**, **Save** (to save for later use but not run at this time), or **Save and Submit** button.

   The Awaiting Certification Results page displays with record information for applications that match the query criteria.



Awaiting certification results

Export to file>>

To certify an application, [click] on the CERTIFY APP link next to the record you wan

Click the Certify App button to certify the application.

Report run Friday, April 3, 2020 at 2:53:50 PM ET

Records 1-4 (of 4)

Borrower/ Student SSN	Borrower/ Student name	Loan product/ Alt loan prgm cd	School ID	CommonLine unique ID/ Loan period	Lender ID	Borrower requested amount	Certification requested	
666-52-5210	ADAMS, ALICE	SMART OPTION STUDENT LOAN (091)	00000000	899984AT100899205 09/15/2020-05/15/2021	900905	$15,000.00	03/30/2020	Certify app Print Cancel
666-52-5212	ANDERSON, CATHY	SMART OPTION STUDENT LOAN (091)	00000000	899984AT100899170 08/15/2020-05/15/2021	900905	$12,000.00	03/30/2020	Certify app Print Cancel
666-52-5213	ANDERSON, CHRIS	SMART OPTION STUDENT LOAN (091)	00000000	899984AT100899198 09/15/2019-05/15/2020	900905	$25,000.00	03/30/2020	Certify app Print Cancel
666-52-5220	BORROWER, JOHN J	SALLIE MAE MBA LOAN (926)	00000000	899984AT100899202 09/15/2020-05/15/2021	900916	$25,000.00	03/30/2020	Certify app Print Cancel

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

On this page, you can:

- Provide certification information via the **Certify App** button.
- Print a copy of the loan documents via the **Print** button.
- Cancel the application via the **Cancel** button.
- Export the search results data to a comma separated values (.CSV) or Excel file via the **Export to File** link.

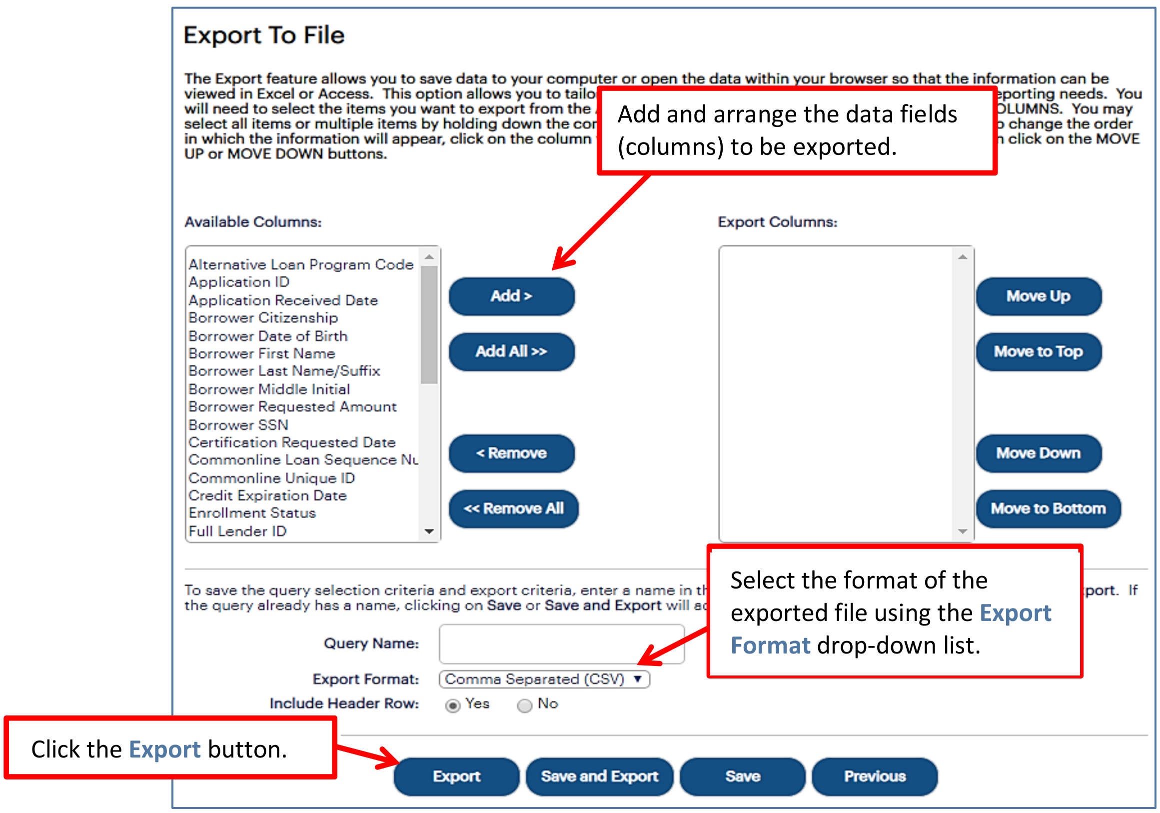
Exporting Awaiting Certification Query Results

How to export the awaiting certification results:

1. On the Awaiting Certification Results page, click the **Export to File** link.

   The Export to File page displays.

   NOTE: The export functionality is also available from the **Originations** tab of the OpenNet Home Page by clicking the Export link on the **Applications Awaiting Certification** tile, which initiates an export for all applications needing certification for all loan periods and all loan products for all school campuses to which you have access. Other types of OpenNet inquiries also support the export functionality.



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. If you want to save the query criteria for use again in the future as well as exporting the query results, enter a name for the query in the **Query Name** field.
4. Click the **Export** button.

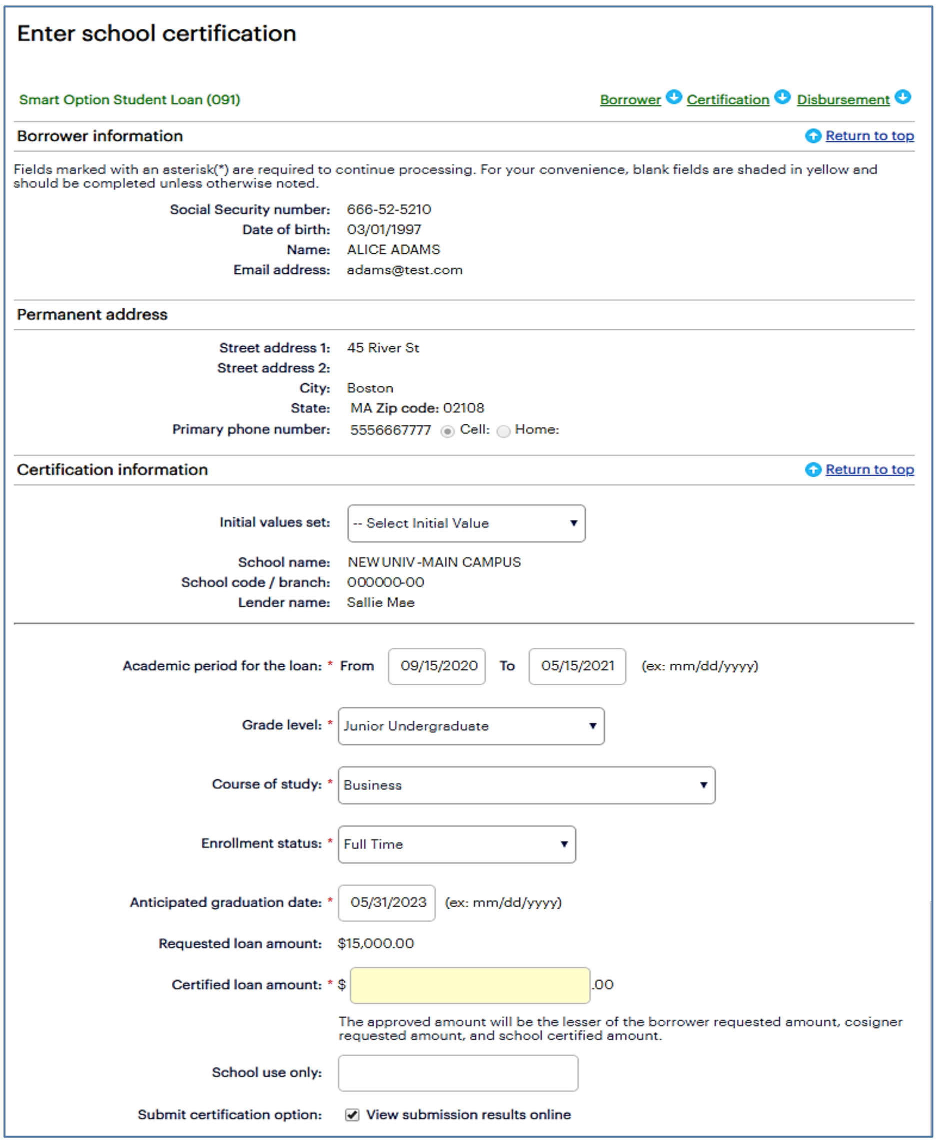
   Your browser displays a series of dialog boxes and prompts to let you view or save the file.

Certify an Application

1. To certify an application, click the **Certify App** button beside the corresponding entry on the Awaiting Certification Results page.

   The Enter School Certification page displays. The specific fields displayed on the page will vary depending on the loan program associated with the certification.

   For example, the Enter School Certification page for Smart Option Student Loans:



Enter school certification

Smart Option Student Loan (091)   Borrower Certification Disbursement

Borrower information   Return to top

Fields marked with an asterisk(*) are required to continue processing. For your convenience, blank fields are shaded in yellow and should be completed unless otherwise noted.

Social Security number: 666-52-5210
Date of birth: 03/01/1997
Name: ALICE ADAMS
Email address: adams@test.com

Permanent address

Street address 1: 45 River St
Street address 2:
City: Boston
State: MA Zip code: 02108
Primary phone number: 5556667777 Cell: Home:

Certification information   Return to top

Initial values set: -- Select Initial Value
School name: NEWUNIV-MAIN CAMPUS
School code / branch: 000000-00
Lender name: Sallie Mae

Academic period for the loan: * From 09/15/2020 To 05/15/2021 (ex: mm/dd/yyyy)
Grade level: * Junior Undergraduate
Course of study: * Business
Enrollment status: * Full Time
Anticipated graduation date: * 05/31/2023 (ex: mm/dd/yyyy)
Requested loan amount: $15,000.00
Certified loan amount: * $ .00
The approved amount will be the lesser of the borrower requested amount, cosigner requested amount, and school certified amount.
School use only:
Submit certification option: View submission results online

(Continued on the next page)

School disbursement information — Return to top

Please allow for the consumer's Right To Cancel period when setting your disbursement date.

	Disb date (ex: mm/dd/yyyy)	Disb amount (ex: 3000)	Hold/Release
Disb 1: *		* $ .00	* -- Select One
Disb 2:		$ .00	-- Select One
Disb 3:		$ .00	-- Select One
Disb 4:		$ .00	-- Select One

As an authorized representative of the school identified above, I hereby certify the following: (i) the borrower is eligible for the loan identified in this certification; (ii) the information completed in this school certification is accurate; (iii) the Total Certified Amount does not exceed the student's cost of attendance minus other financial aid; (iv) that school will notify Sallie Mae if the student withdraws from the school; (v) if applicable, then prior to certification the school has complied with the disclosure requirements in Section 626(1) and all other provisions of the Student Lending Accountability, Transparency and Enforcement Act ("SLATE Act"); (vi) as permitted under applicable law, that the school will provide information requested by Sallie Mae related to the borrower, including without limitation contact information; and (vii) that the information provided in the application is true, complete and correct to the best of my knowledge and belief.

Submit certification | Cancel

For example, the Enter School Certification page for Bar Study Loans:

Enter school certification

Bar Study Loan — Borrower | Certification

Borrower information — Return to top

Fields marked with an asterisk(*) are required to continue processing. For your convenience, blank fields are shaded in yellow and should be completed unless otherwise noted.

Social Security number: 888-00-1016
Date of birth: 06/09/1988
Name: DANIEL MOBERG
Email address: c59786@salliemae.com

Permanent address

Street address 1: 1311 Blackwalnut Ct
Street address 2:
City: Annapolis
State: MD Zip code: 21403
Primary phone number: 9944022748 Cell: Home:

Certification information — Return to top

School name: NEW UNIV -MAIN CAMPUS
School code / branch: 000000-00
Lender name: Sallie Mae

Enrollment status: * Full Time

Anticipated graduation date: * 11/28/2020 (ex: mm/dd/yyyy)

Submit certification option: ☑ View submission results online

As an authorized representative of the school identified above, I hereby certify the following: (i) the borrower is eligible for the loan identified in this enrollment verification request; (ii) the information completed in this school enrollment verification is accurate; (iii) that the school will notify Sallie Mae if the student withdraws from the school; and (iv) as permitted under applicable law, that the school will provide information requested by Sallie Mae related to the borrower, including without limitation contact information.

Submit certification | Cancel

(Continued on the next page)

2. Populate all necessary fields in the **Certification Information** and **School Disbursement Information** sections for Smart Option Student Loans or in the **Certification Information** section for Bar Study Loans.

   NOTE: To pre-populate certain data fields in the certification record using a saved data set, select an initial values set from the **Initial Values Set** drop-down list. Using initial values both saves time and ensures consistent data entry across multiple certifications.

3. Click the **Submit Certification** button.

   The Submission Results page displays.

   NOTE: This page may be bypassed by de-selecting the **View Submission Results Online** check box on the Enter School Certification page.

4. Review the information displayed on the page and click the **Next** button.

   A series of pages display that allow you to view and print the application documents.

5. Follow the instructions on the pages to view and print the documents.

   The Final Instructions page displays.

6. Review the instructions displayed on the page and proceed as necessary.

OpenNet® Web Loan Delivery

Originations User Reference Guide

View/Change Loan Data Quick References

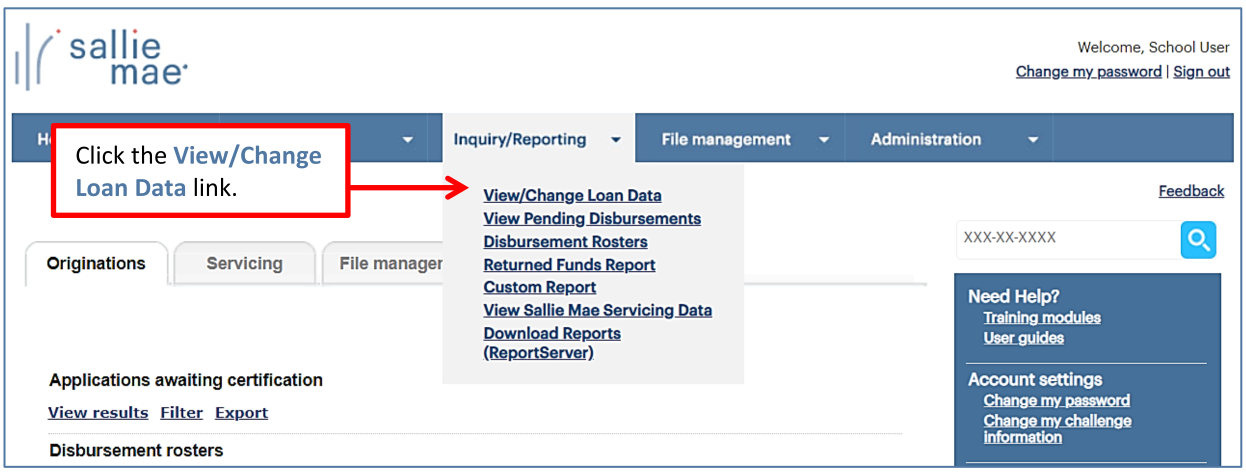
View Loan Data Overview

The View Loan Data function in OpenNet® displays originations information for a borrower's loans, including applications that have been started but have not yet been certified.

Viewing Loan Data

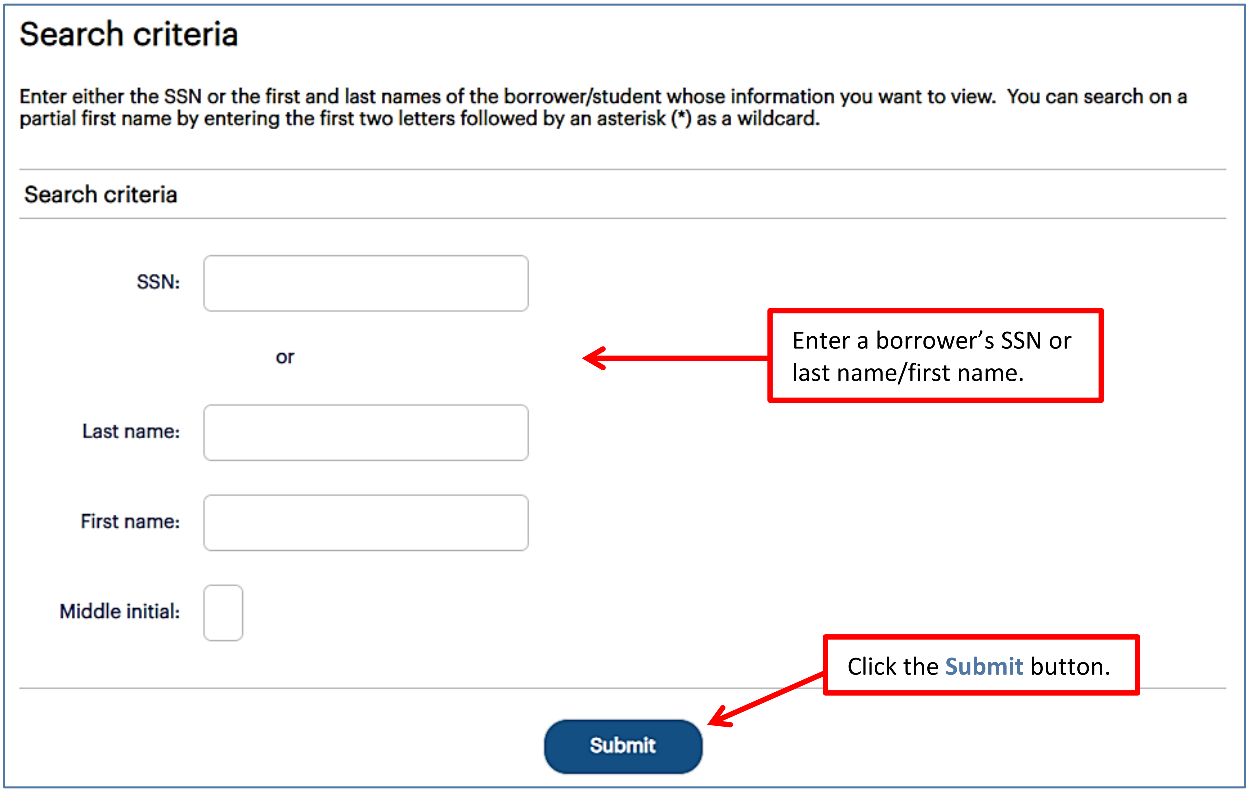
How to view loan data:

1. Hover your cursor over the **Inquiry/Reporting** option on the Menu Bar of any OpenNet Web Loan Delivery page, and then click on **View/Change Loan Data**.



The Search Criteria page displays.

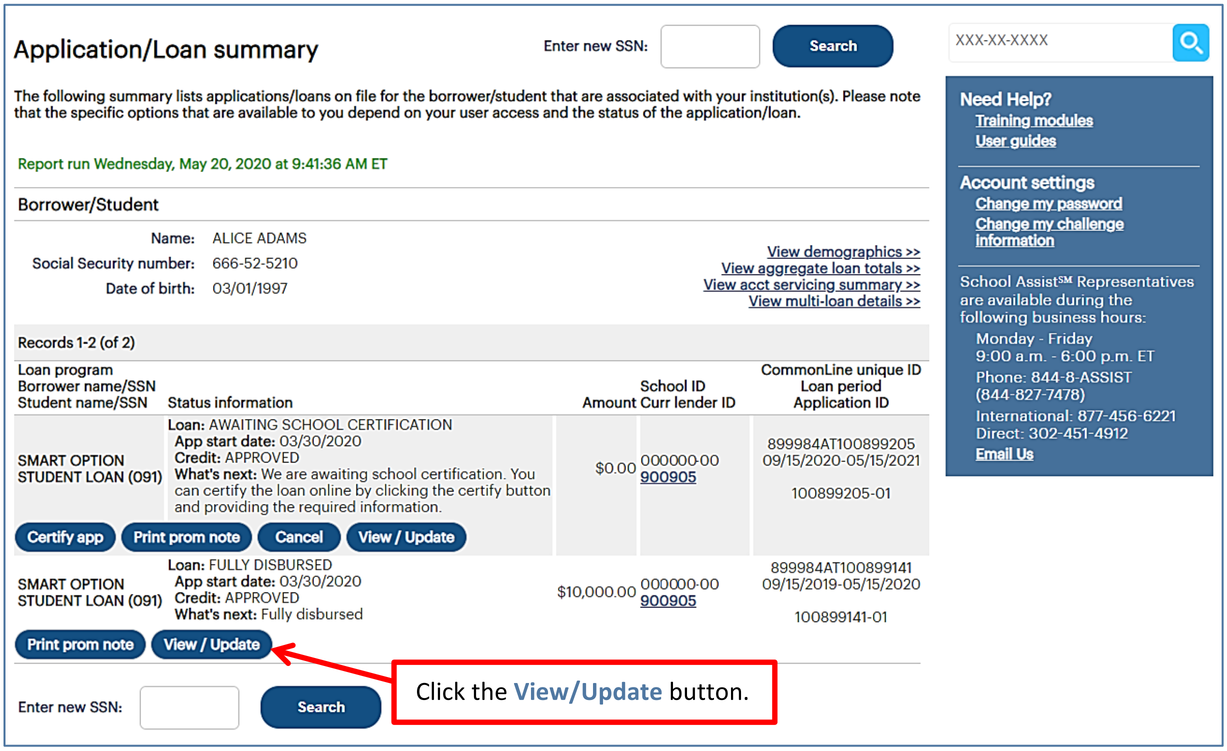
(Continued on the next page)



2. Search for a borrower by typing their SSN or last name/first name. The borrower's middle initial can also be entered to further filter results, but it is not required.
3. Click the **Submit** button.

   The Application/Loan Summary page displays with the borrower's loans listed. The most recent loan or application displays at the top of the list.

(Continued on the next page)



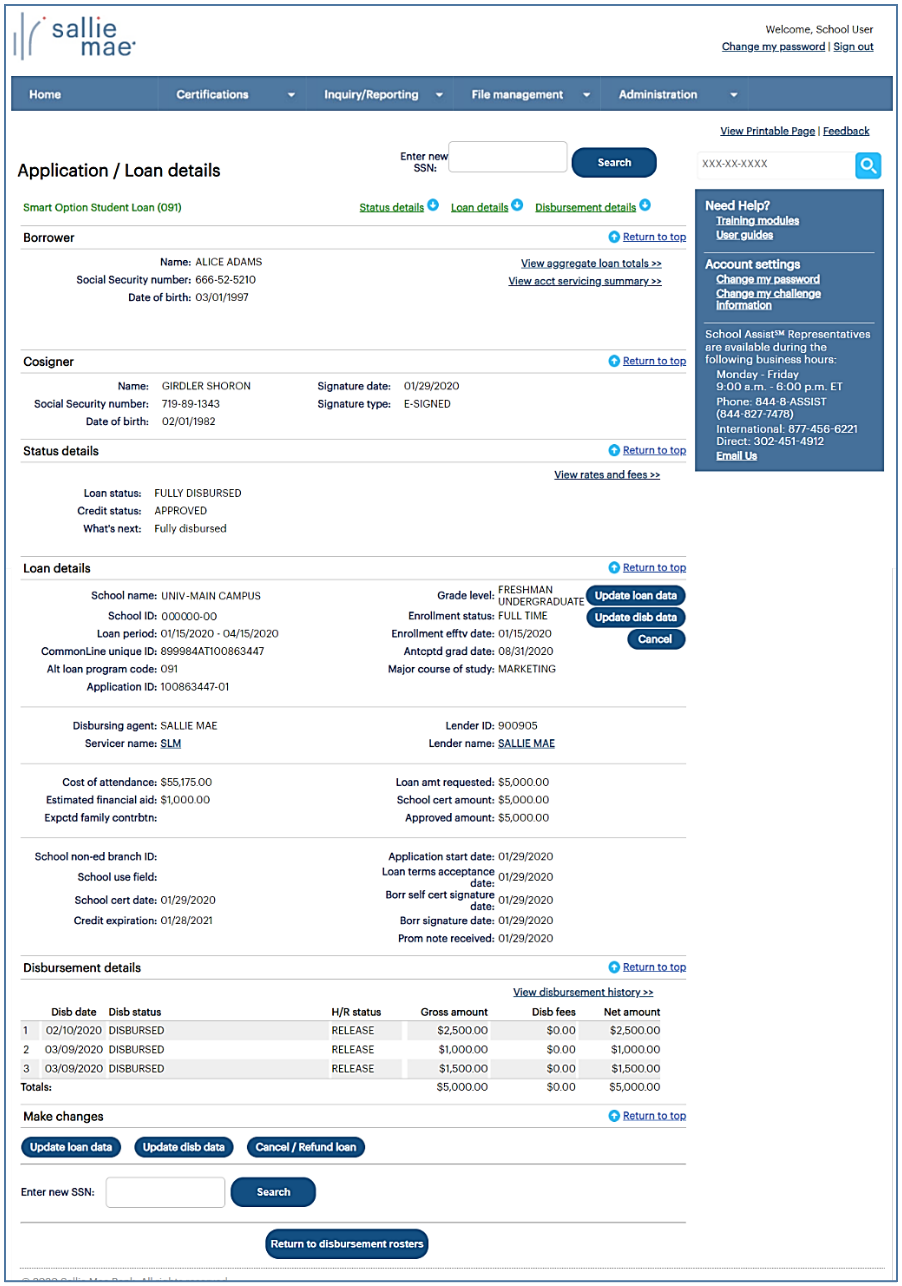
4. Click the **View/Update** button for the record you want view.

   The Application/Loan Details page displays.

   Other things you can do on the Application Loan Summary page include:

   - **View Demographics** – View borrower demographic information (name, address, etc.).
   - **View Aggregate Loan Totals** –- View total dollar amounts for loans serviced by Sallie Mae®.
   - **View Acct Servicing Summary** – View stored loan data for loans serviced by Sallie Mae.
   - **View Multi-Loan Details** – View summarized loan information for all applications/loans associated with your institution for the corresponding borrower/student.
   - **Certify App** –Certify an application that is in process.
   - **Print Prom Note** – Print the Promissory Note and/or other loan documentation.
   - **Cancel** – Discontinue the loan application.
   - **Reinstate** – Revalidate a loan application that has previously been cancelled.

(Continued on the next page)



NOTE: The viewing options available on the Application/Loan Details page vary depending on your access level as well as the type of loan for which you are viewing details.

5. View the record details.

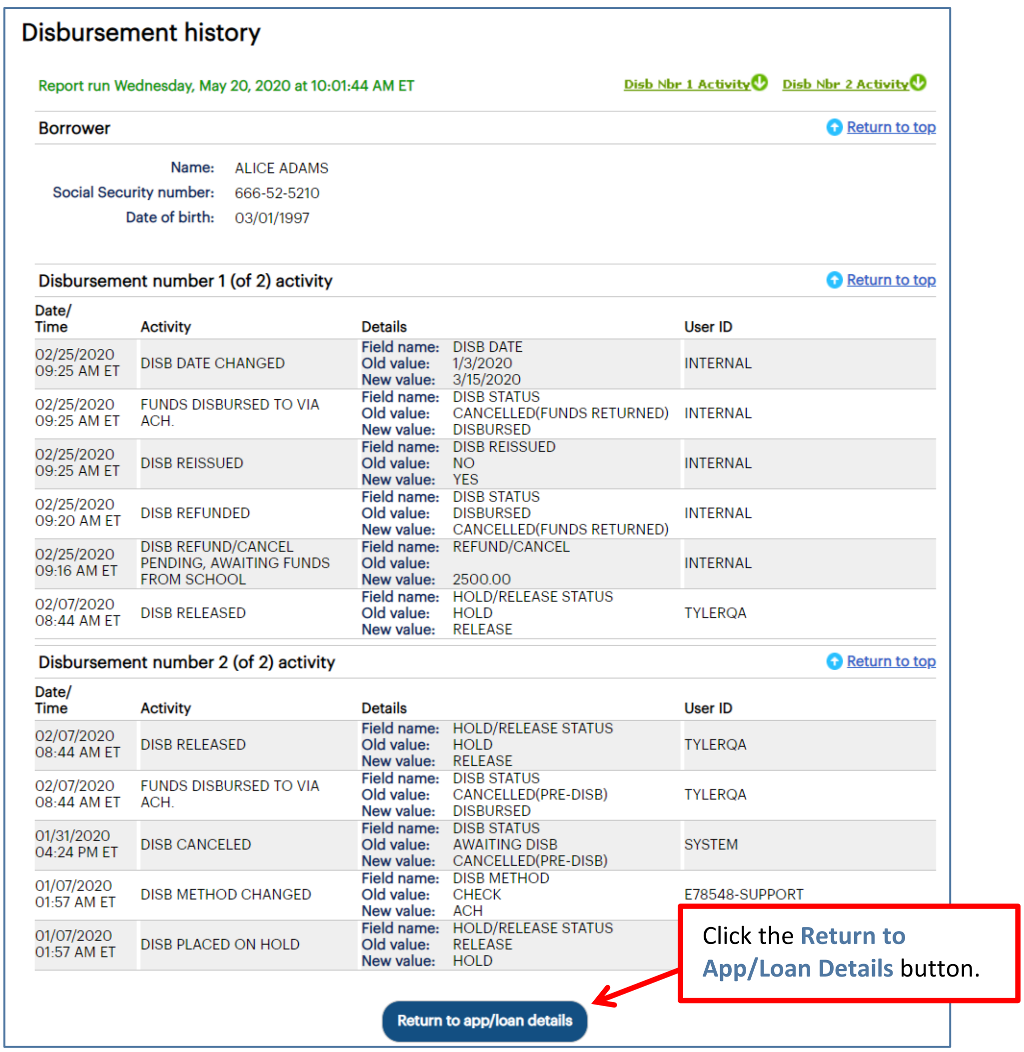
   NOTE: If there are documents that still need to be uploaded, a **Secure Document Upload** link will display. Follow the onscreen instructions to upload the required documents.

Viewing Disbursement History

How to view disbursement history:

1. On the Application/Loan Details page, click the **View Disbursement History** link.

   The Disbursement History page displays.



Disbursement history

Report run Wednesday, May 20, 2020 at 10:01:44 AM ET — Disb Nbr 1 Activity — Disb Nbr 2 Activity

Borrower — Return to top

Name: ALICE ADAMS
Social Security number: 666-52-5210
Date of birth: 03/01/1997

Disbursement number 1 (of 2) activity — Return to top

Date/ Time	Activity	Details	User ID
02/25/2020 09:25 AM ET	DISB DATE CHANGED	Field name: DISB DATE Old value: 1/3/2020 New value: 3/15/2020	INTERNAL
02/25/2020 09:25 AM ET	FUNDS DISBURSED TO VIA ACH.	Field name: DISB STATUS Old value: CANCELLED(FUNDS RETURNED) New value: DISBURSED	INTERNAL
02/25/2020 09:25 AM ET	DISB REISSUED	Field name: DISB REISSUED Old value: NO New value: YES	INTERNAL
02/25/2020 09:20 AM ET	DISB REFUNDED	Field name: DISB STATUS Old value: DISBURSED New value: CANCELLED(FUNDS RETURNED)	INTERNAL
02/25/2020 09:16 AM ET	DISB REFUND/CANCEL PENDING, AWAITING FUNDS FROM SCHOOL	Field name: REFUND/CANCEL Old value: New value: 2500.00	INTERNAL
02/07/2020 08:44 AM ET	DISB RELEASED	Field name: HOLD/RELEASE STATUS Old value: HOLD New value: RELEASE	TYLERQA

Disbursement number 2 (of 2) activity — Return to top

Date/ Time	Activity	Details	User ID
02/07/2020 08:44 AM ET	DISB RELEASED	Field name: HOLD/RELEASE STATUS Old value: HOLD New value: RELEASE	TYLERQA
02/07/2020 08:44 AM ET	FUNDS DISBURSED TO VIA ACH.	Field name: DISB STATUS Old value: CANCELLED(PRE-DISB) New value: DISBURSED	TYLERQA
01/31/2020 04:24 PM ET	DISB CANCELED	Field name: DISB STATUS Old value: AWAITING DISB New value: CANCELLED(PRE-DISB)	SYSTEM
01/07/2020 01:57 AM ET	DISB METHOD CHANGED	Field name: DISB METHOD Old value: CHECK New value: ACH	E78548-SUPPORT
01/07/2020 01:57 AM ET	DISB PLACED ON HOLD	Field name: HOLD/RELEASE STATUS Old value: RELEASE New value: HOLD	

Return to app/loan details

2. Review the available information.
3. Click the **Return to App/Loan Details** button to return to the Application/Loan Details page.

Loan Update Overview

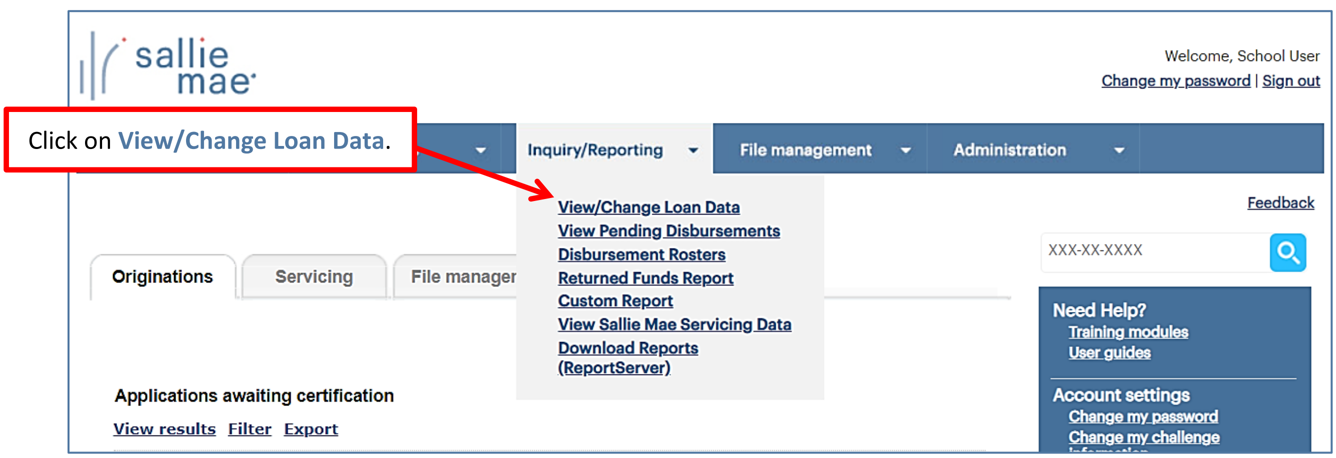
OpenNet® Web Loan Delivery allows you to make a variety of loan-level changes, including changes to the following:

- Loan period begin date and end date
- Grade level
- Anticipated completion date
- Enrollment status
- Gross disbursement amount

Update Loan Data

How to update loan data:

1. Hover your cursor over the **Inquiry/Reporting** option on the Menu Bar of any OpenNet Web Loan Delivery page, and then click on **View/Change Loan Data**.

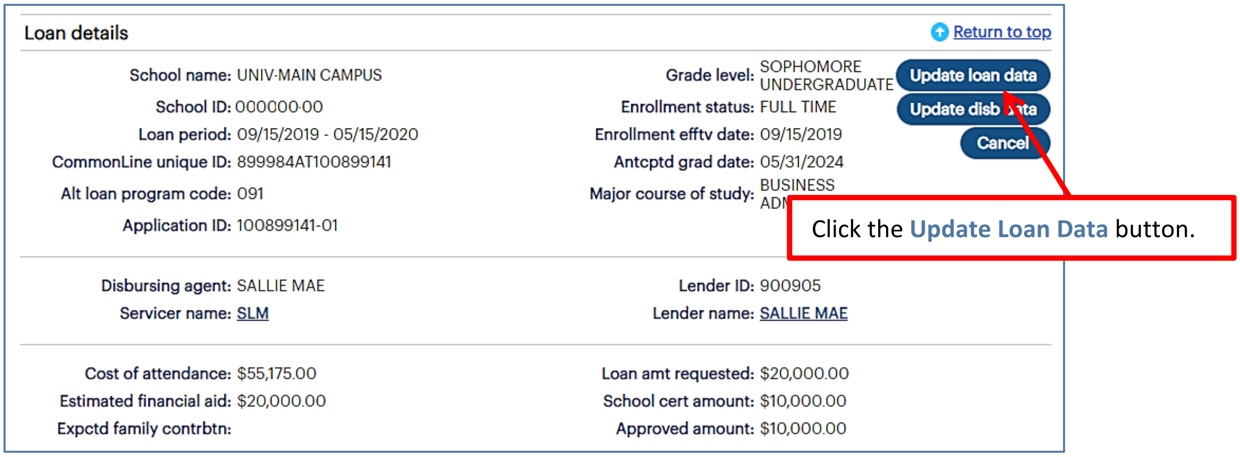


   The Search Criteria page displays.
2. Enter the SSN or last and first name.
3. Click the **Submit** button.

   The Application/Loan Summary page displays.
4. Click the **View/Update** link.

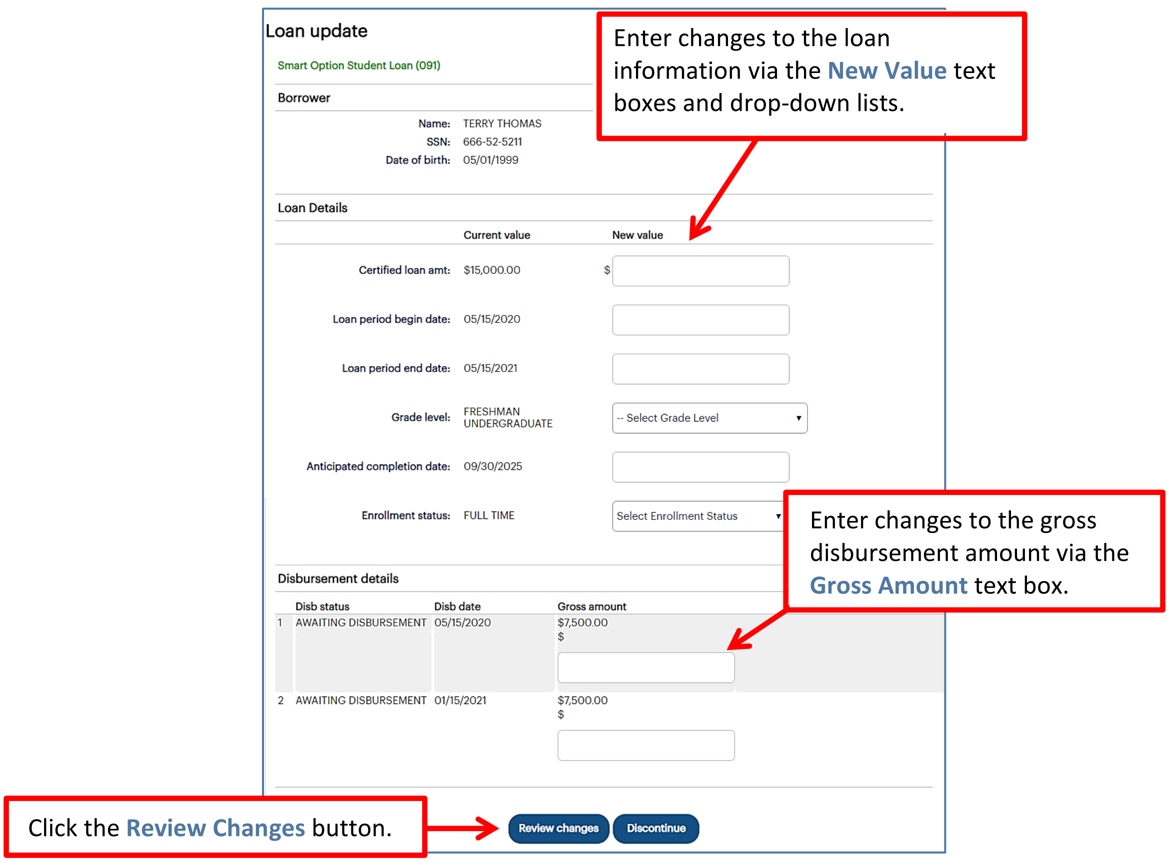
   The Application/Loan Details page displays.

(Continued on the next page)



5. Click the **Update Loan Data** button located in the **Loan Details** section of the page.

   The Loan Update page displays.

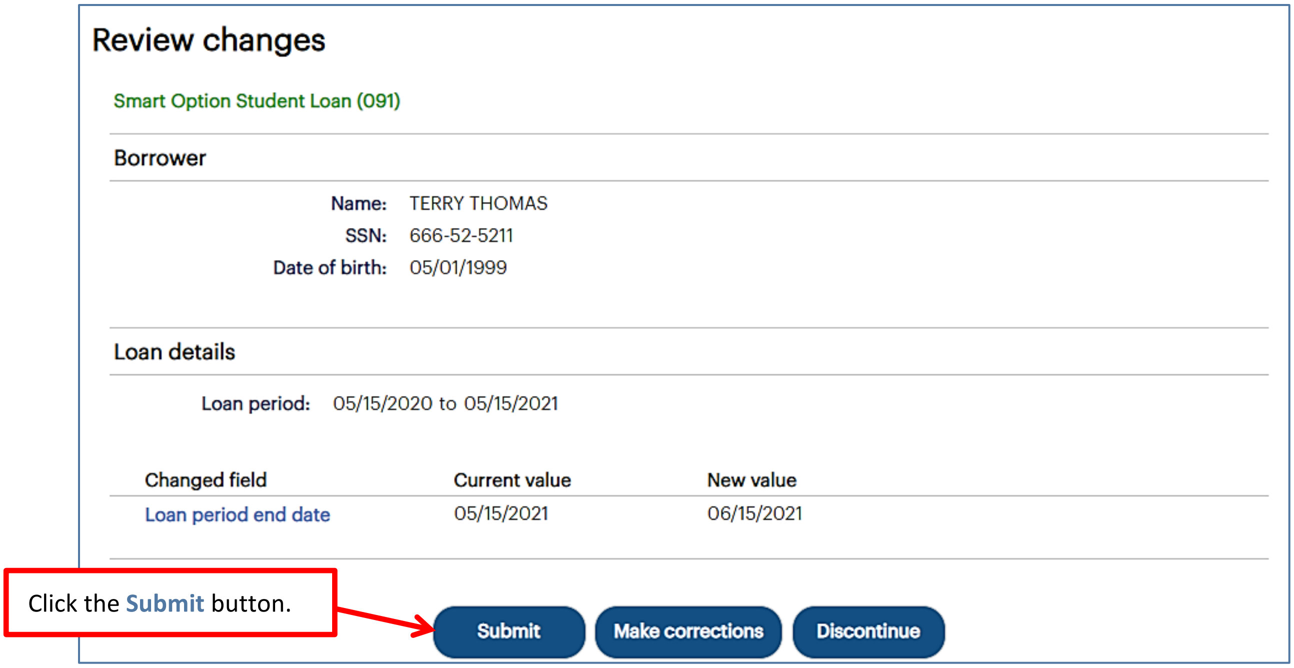


6. Enter any necessary changes to the loan information via the **New Value** text boxes and drop-down lists and to the gross disbursement amount via the **Gross Amount** text box.

(Continued on the next page)

7. Click the **Review Changes** button.

   The Review Changes page displays.



8. Verify your requested changes and click the **Submit** button.

   The Transaction Results page displays, confirming that the requested changes have been submitted.

   The Update Loan Data process is complete.

Cancel/Refund Loan Overview

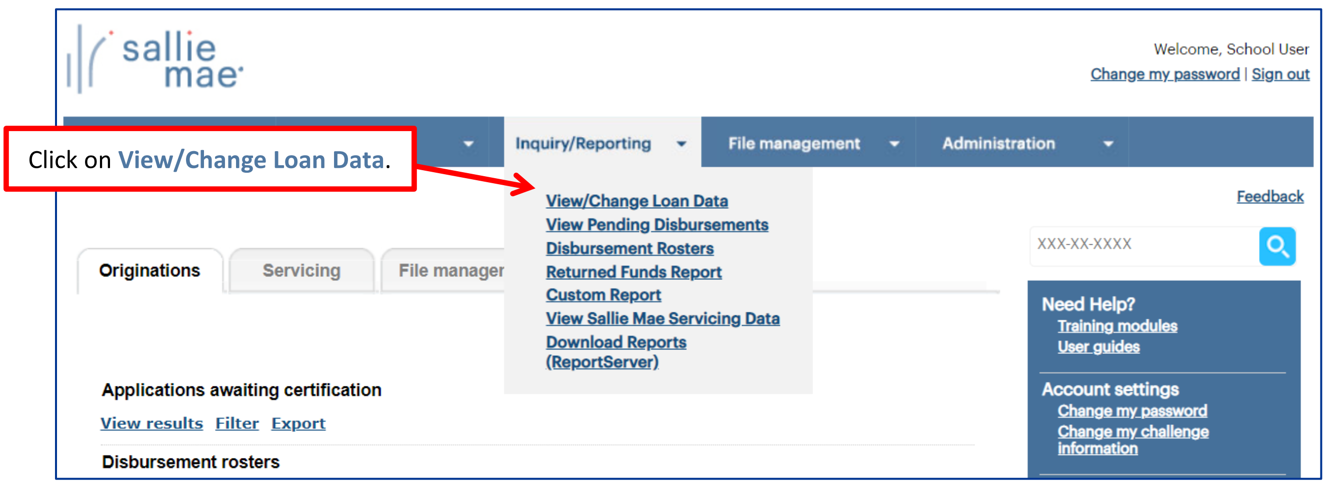
The Cancel/Refund Loan function allows you to perform full loan cancellations or full or partial refunds for individual disbursements using the net return amount. Additionally, because cancellations and refunds are often the result of a withdrawal or other enrollment change, you can update the student's enrollment status at the same time the disbursement change is processed.

NOTE: Full or partial refunds of disbursed funds can only be processed in real-time on OpenNet if a school is set up to process returns electronically. If you are not sure of your school's funds return method, contact your school administrator.

Cancel/Refund Loan

How to cancel/refund a loan:

1. Hover your cursor over the **Inquiry/Reporting** option on the Menu Bar of any OpenNet® Web Loan Delivery page, and then click on **View/Change Loan Data**.



   The Search Criteria page displays.

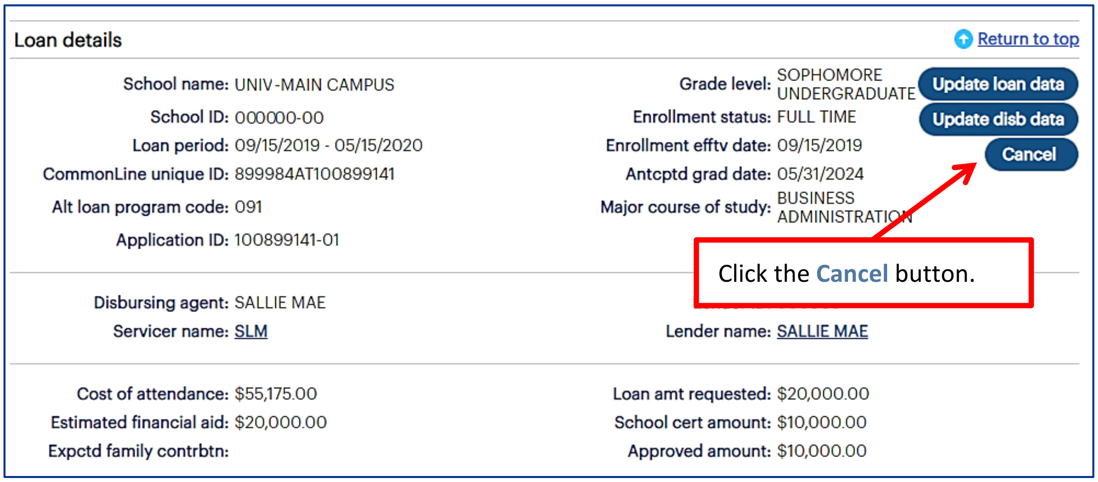
2. Enter the SSN or last and first name.
3. Click the **Submit** button.

   The Application/Loan Summary page displays.

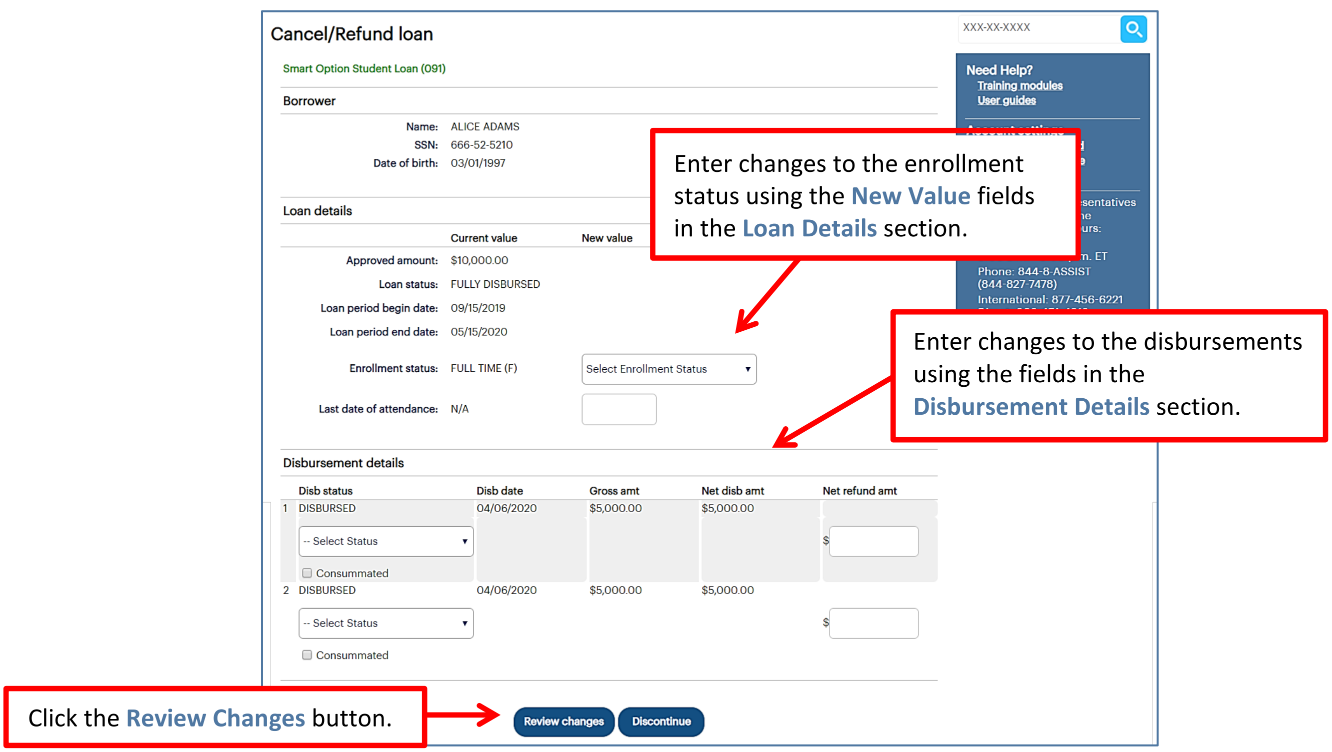
4. Click the **View/Update** link.

   The Application/Loan Details page displays.

(Continued on the next page)



5. Click the **Cancel** button located in the **Loan Details** section of the page.
   The Cancel/Refund Loan page displays.



NOTE: The specific transactions that can be performed on this page depend upon the loan program and the status of the loan and its disbursements.

6. Enter changes to the enrollment status using the **New Value** fields in the **Loan Details** section of the page.

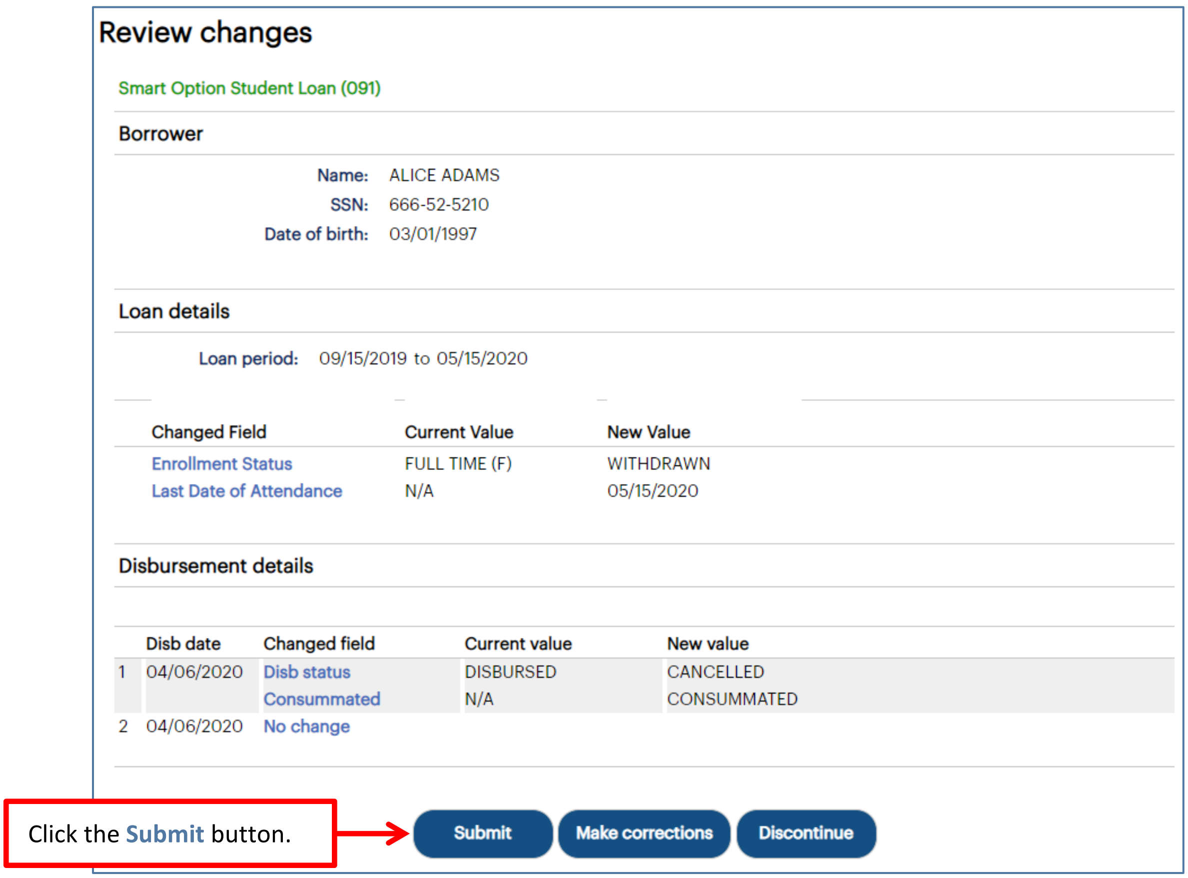
(Continued on the next page)

7. Enter changes to the disbursements using the fields in the **Disbursement Details** section of the page. If a disbursement has already been disbursed and you are making a partial refund, you must also enter the net refund amount in the **Net Refund Amt** text box.

   NOTE: If you cancel or return a first disbursement, the second disbursement does not automatically cancel. If the second disbursement also needs to be cancelled, you will need to choose that option from the appropriate drop-down list. If the disbursed funds have been consummated, select the **Consummated** check box.

8. Click the **Review Changes** button.

   The Review Changes page displays.



Review changes

Smart Option Student Loan (091)

Borrower

Name: ALICE ADAMS
SSN: 666-52-5210
Date of birth: 03/01/1997

Loan details

Loan period: 09/15/2019 to 05/15/2020

Changed Field	Current Value	New Value
Enrollment Status	FULL TIME (F)	WITHDRAWN
Last Date of Attendance	N/A	05/15/2020

Disbursement details

	Disb date	Changed field	Current value	New value
1	04/06/2020	Disb status	DISBURSED	CANCELLED
		Consummated	N/A	CONSUMMATED
2	04/06/2020	No change		

Click the Submit button.

Submit | Make corrections | Discontinue

9. Verify your requested changes and click the **Submit** button.

   A confirmation page displays indicating whether the change passed, failed, or is pending:

   - If pending, the school is not signed up for auto-debit and the entry will remain in a pending status until the school sends a check or initiates an ACH to return the funds.
   - If failed, there will be a link to click to find the reason why the change failed.

   The Cancel/Refund Loan process is complete.

Disbursement Update Overview

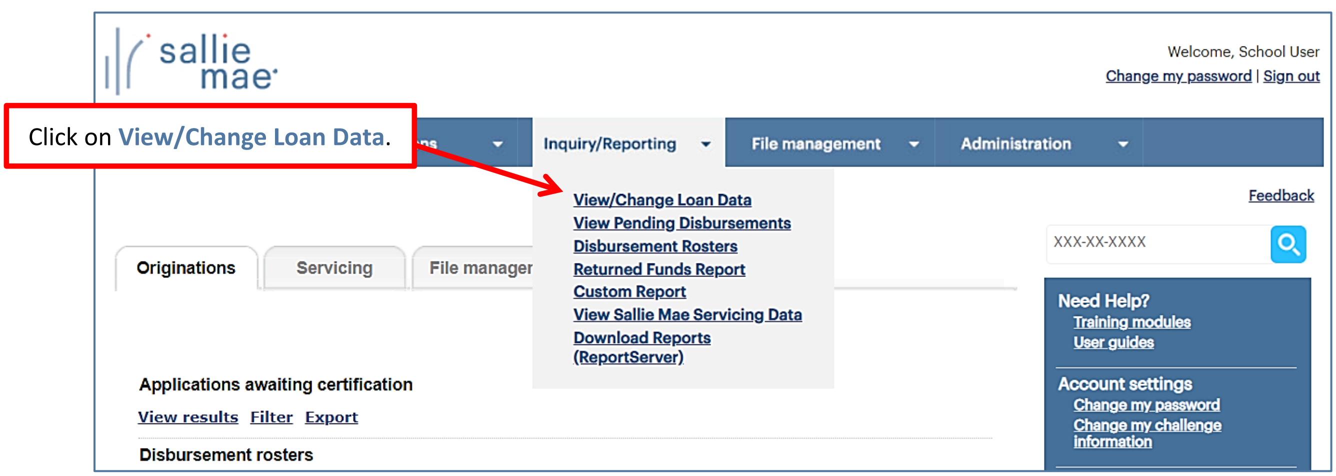
OpenNet® Web Loan Delivery (WLD) allows you to make a variety of disbursement-level changes, including the following:

- Change disbursement status
- Change to hold or release
- Change disbursement date
- Change gross amount
- Change disbursement method
- Add a disbursement
- Reinstate a disbursement
- Reinstate a loan
- Request a reissue
- Fully or partially return funds using the **Gross Amount** field
  NOTE: This option must include at least one disbursement that has not yet been disbursed.

Update Disbursement Data

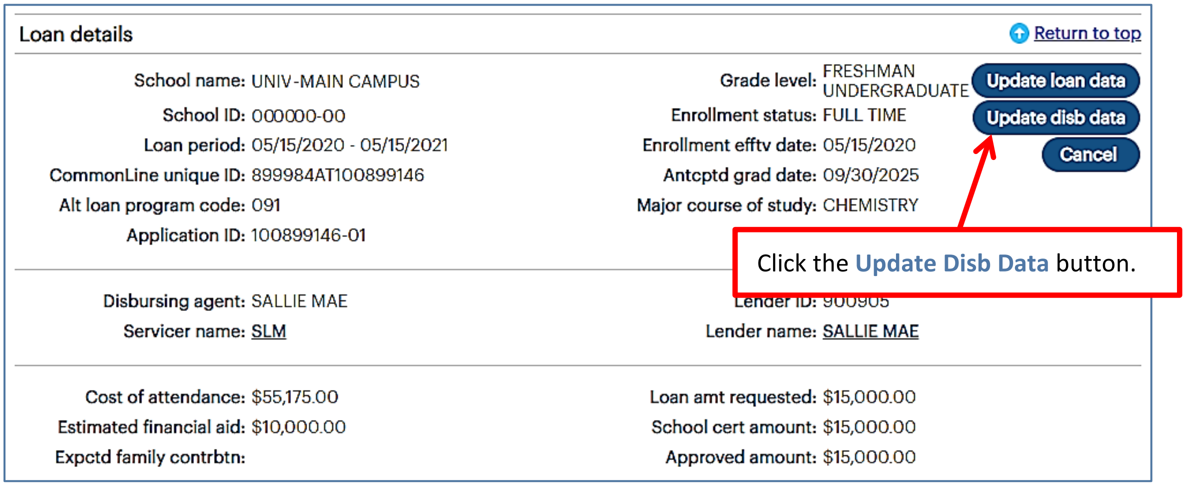
How to update disbursement data:

1. Hover your cursor over the **Inquiry/Reporting** option on the Menu Bar of any OpenNet WLD page, and then click on **View/Change Loan Data**.



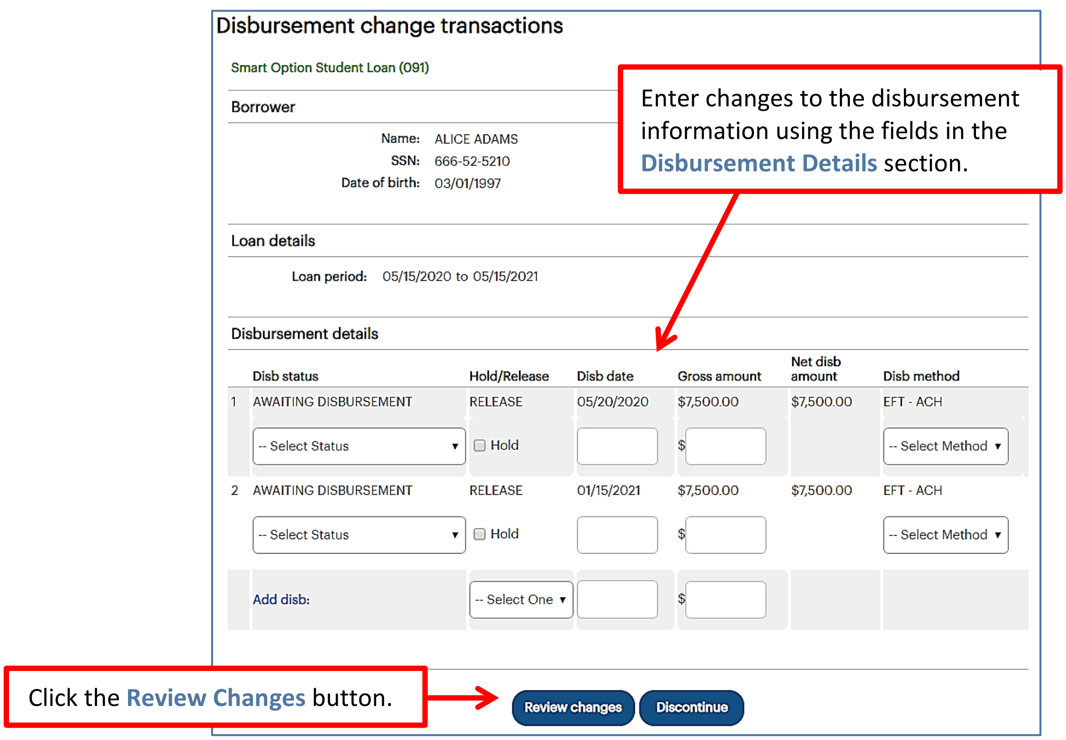
   The Search Criteria page displays.
2. Enter the SSN or last and first name.
3. Click the **Submit** button.
   The Application/Loan Summary page displays.
4. Click the **View/Update** link.
   The Application/Loan Details page displays.

(Continued on the next page)



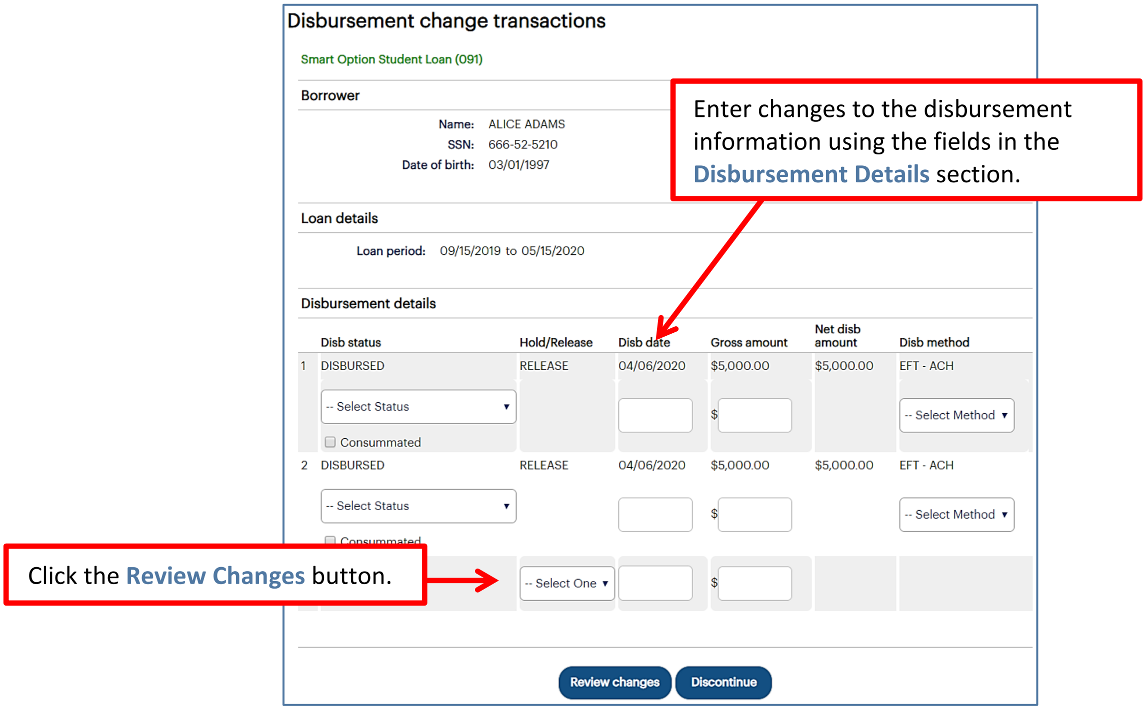
5. Click the **Update Disb Data** button located in the **Loan Details** section of the page.

   If one or more disbursements have not yet been made, the Disbursement Change Transactions page displays with available fields as shown below.



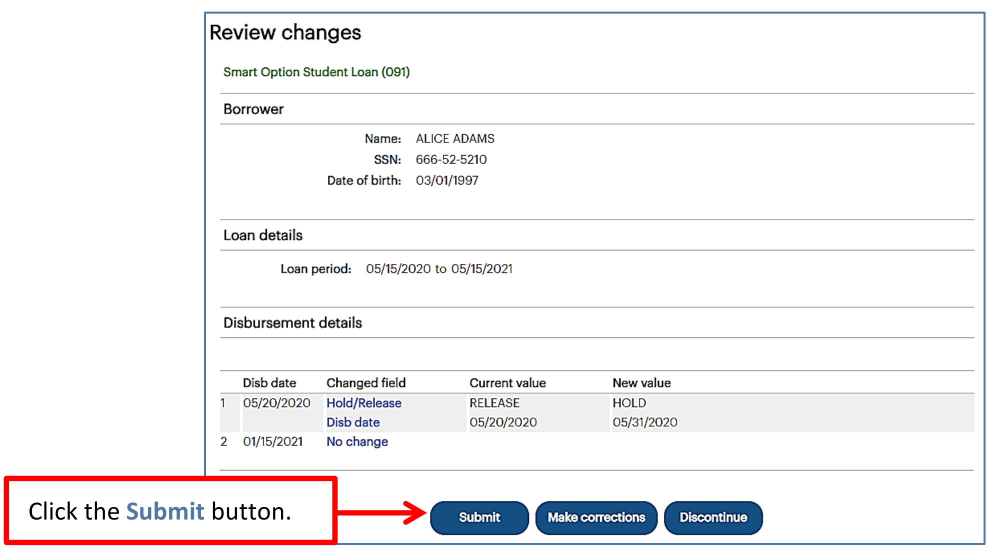
If the disbursements have already been made, the Disbursement Change Transactions page will display as shown below.

(Continued on the next page)



6. Enter any necessary changes to the disbursement information using the available fields in the **Disbursement Details** section of the page.
7. Click the **Review Changes** button.

   The Review Changes page displays.



(Continued on the next page)

8. Verify your requested changes and click the **Submit** button.

   The Transaction Results page displays, indicating whether the change passed, failed, or is pending:

   - If pending, the school is not signed up for auto-debit and the entry will remain in a pending status until the school sends a check or initiates an ACH to return the funds.
   - If failed, there will be a link to click to find the reason why the change failed.

   The Update Disbursement Data process is complete.

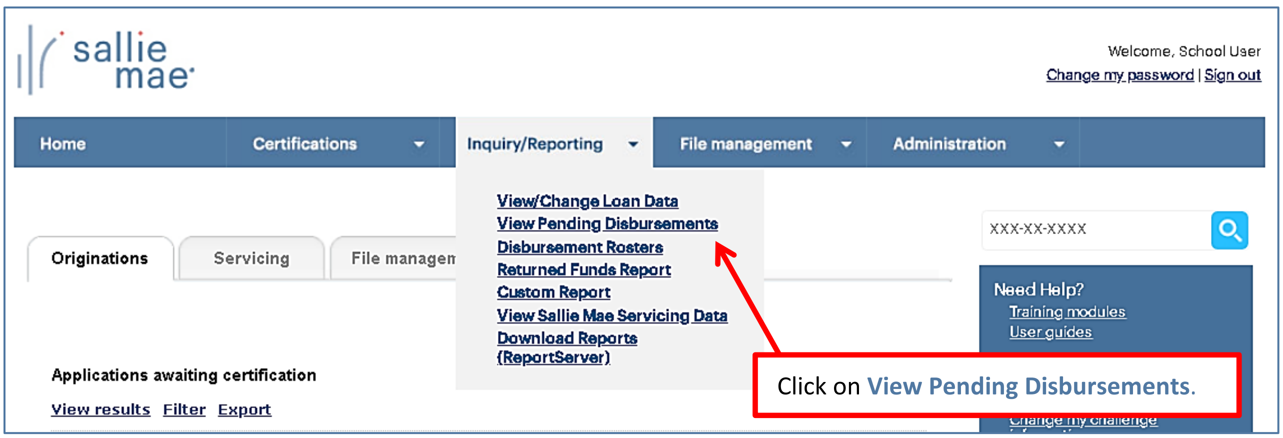
Individual Disbursement Cancel Overview

When you want to cancel an individual disbursement for a loan and the cancellation is not driven by an accompanying enrollment change, the most efficient method to use begins with viewing pending disbursements.

Cancel Individual Disbursements

How to cancel individual disbursements:

1. Hover your cursor over the **Inquiry/Reporting** option on the Menu Bar of any OpenNet® Web Loan Delivery page, and then click on **View Pending Disbursements**.



   The Pre-Disbursement Selection page displays.

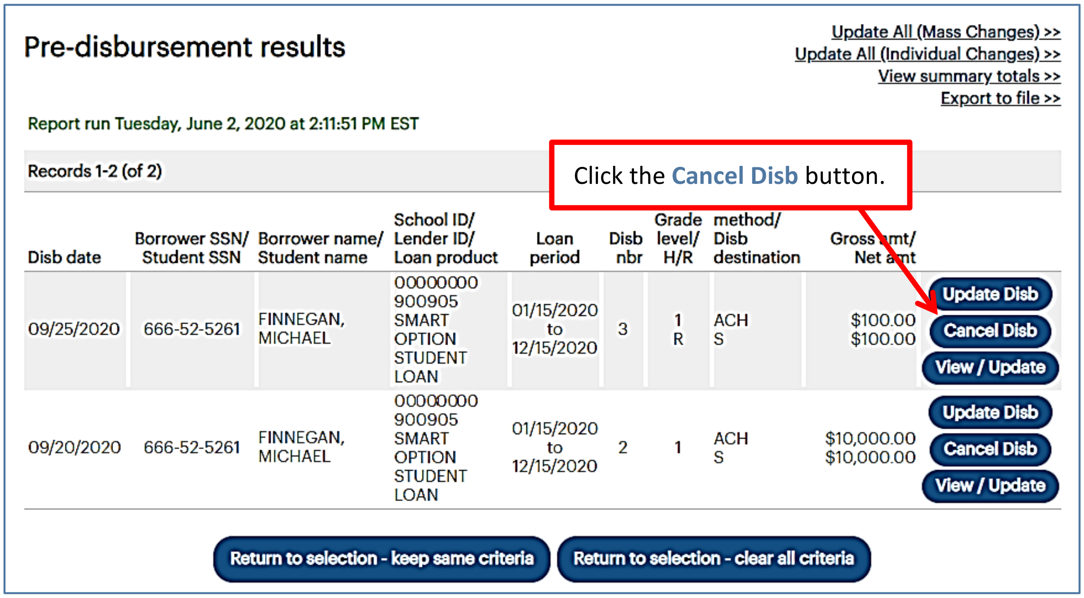
2. Enter the appropriate query options.

   NOTE: If you want to access disbursements for a single borrower, use the Quick Search method to run a query using the borrower's SSN.

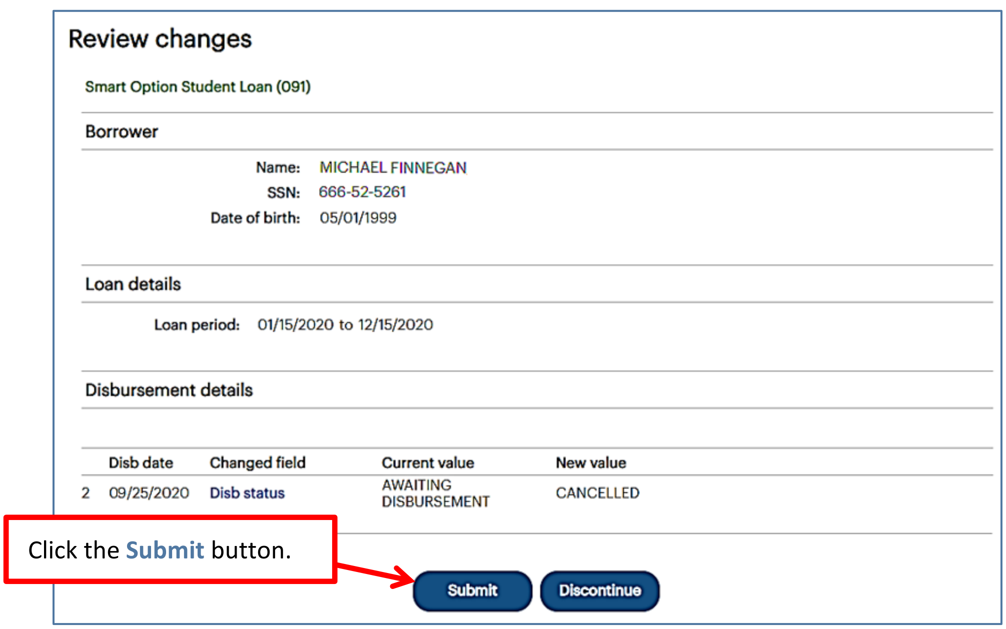
3. Click the **Submit** button.

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

(Continued on the next page)



4. Click the **Cancel Disb** button located next to the disbursement you want to cancel.
   The Review Changes page displays.



5. Click the **Submit** button to confirm the cancellation.
   The Cancel Disbursement process is complete.

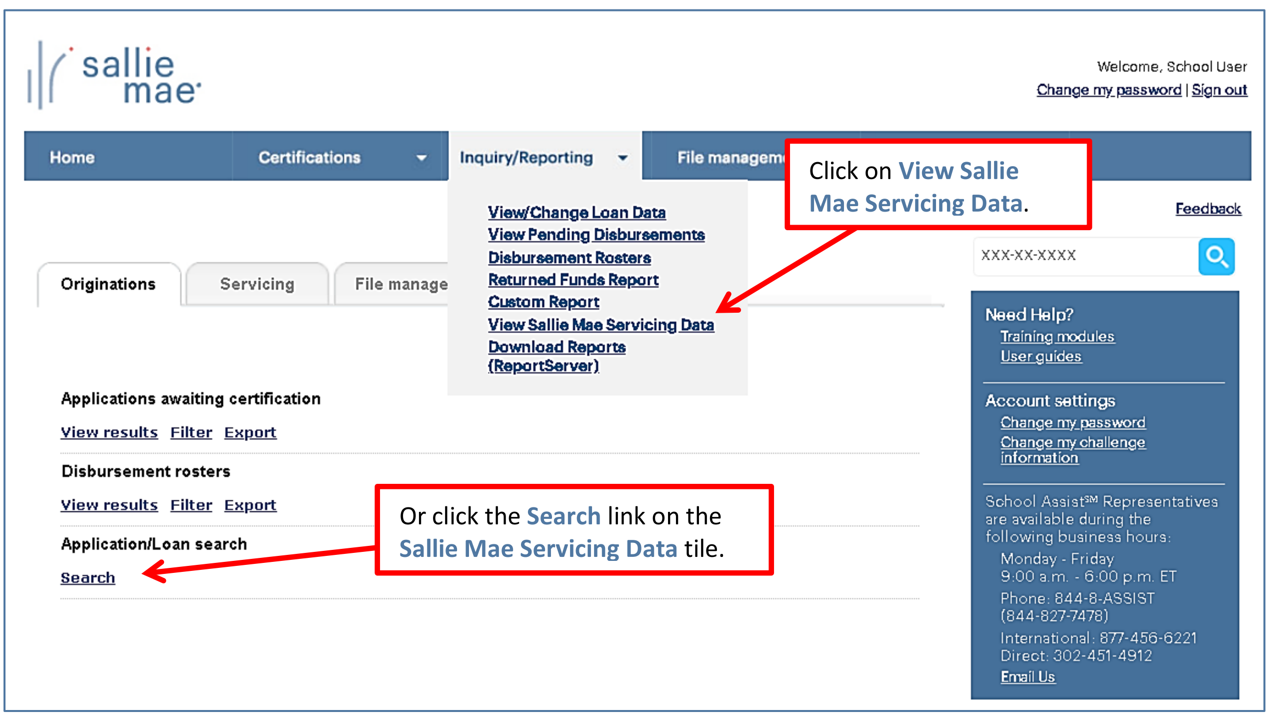
View Sallie Mae Loan Servicing Data Overview

The Account Servicing Summary page is used to view the details of a loan on Sallie Mae®'s servicing system. This functionality retrieves borrower account information for Sallie Mae loans. This quick reference provides instructions and illustrations specific to viewing information for your Sallie Mae servicing volume.

Account Servicing Summary Page

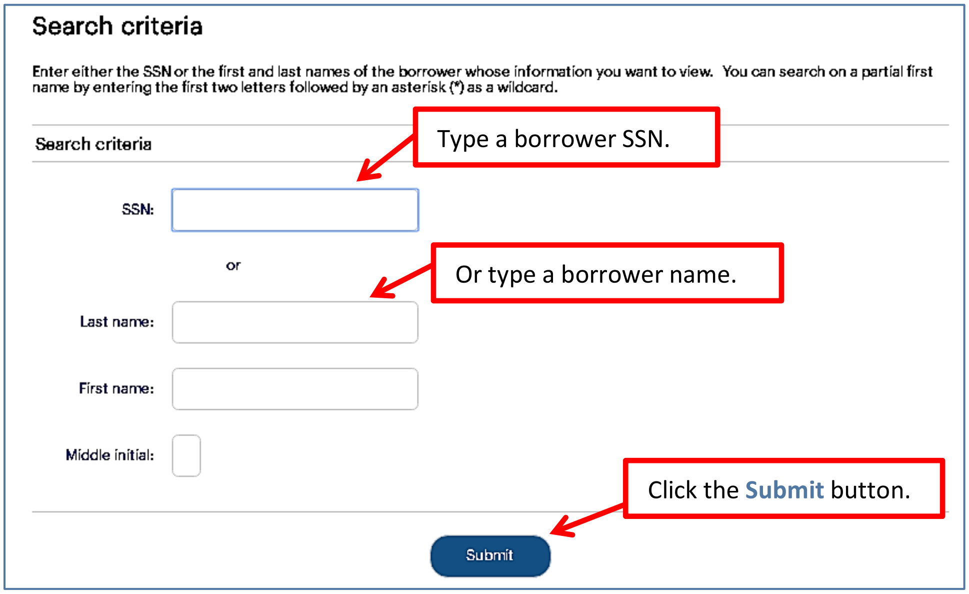
How to access the Account Servicing Summary page:

1. Do one of the following:
   - Hover your cursor over the **Inquiry/Reporting** option on the Menu Bar of any OpenNet® Web Loan Delivery page, and then click on **View Sallie Mae Servicing Data**.
   - On the **Servicing** tab of the School Home Page, click on the **Search** link on the **Sallie Mae Servicing Data** tile.



The Search Criteria page displays.

(Continued on the next page)


Search criteria

Enter either the SSN or the first and last names of the borrower whose information you want to view. You can search on a partial first name by entering the first two letters followed by an asterisk (*) as a wildcard.

Search criteria

SSN:

or

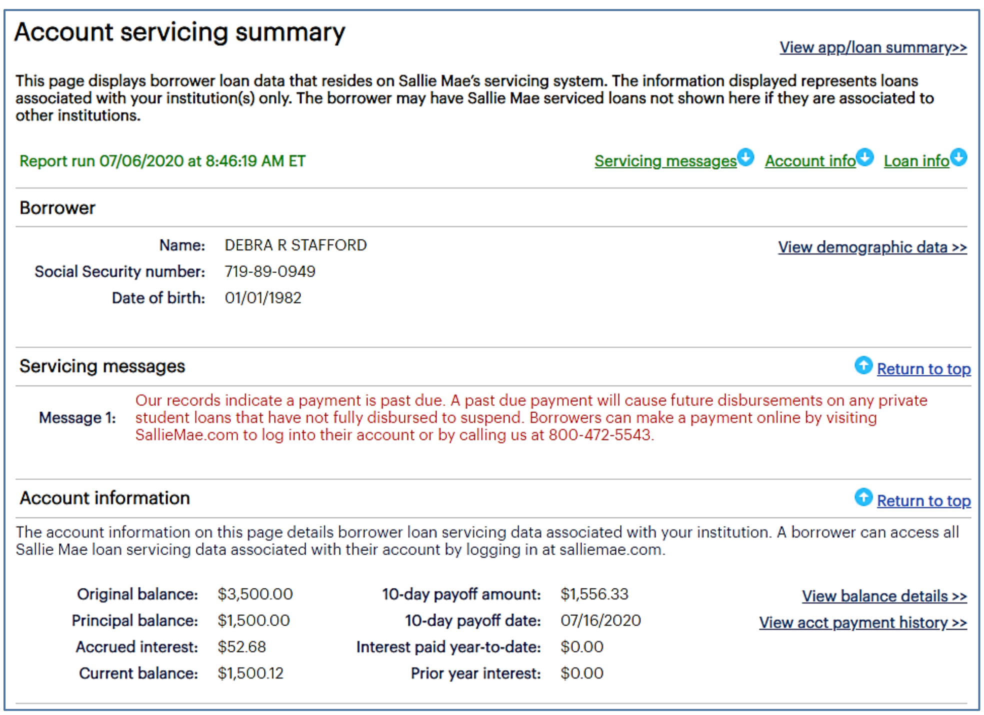
Last name:

First name:

Middle initial:

Submit

2. Type a borrower's Social Security Number in the **SSN** field or type a borrower's name in the **Last Name, First Name**, and **Middle Initial** fields. You can search on a partial first name by entering the first two letters followed by an asterisk (*).Click the **Submit** button.
3. The Account Servicing Summary page displays.


Account servicing summary

View app/loan summary>>

This page displays borrower loan data that resides on Sallie Mae's servicing system. The information displayed represents loans associated with your institution(s) only. The borrower may have Sallie Mae serviced loans not shown here if they are associated to other institutions.

Report run 07/06/2020 at 8:46:19 AM ET

Servicing messages Account info Loan info

Borrower

Name: DEBRA R STAFFORD

View demographic data >>

Social Security number: 719-89-0949

Date of birth: 01/01/1982

Servicing messages

Return to top

Message 1: Our records indicate a payment is past due. A past due payment will cause future disbursements on any private student loans that have not fully disbursed to suspend. Borrowers can make a payment online by visiting SallieMae.com to log into their account or by calling us at 800-472-5543.

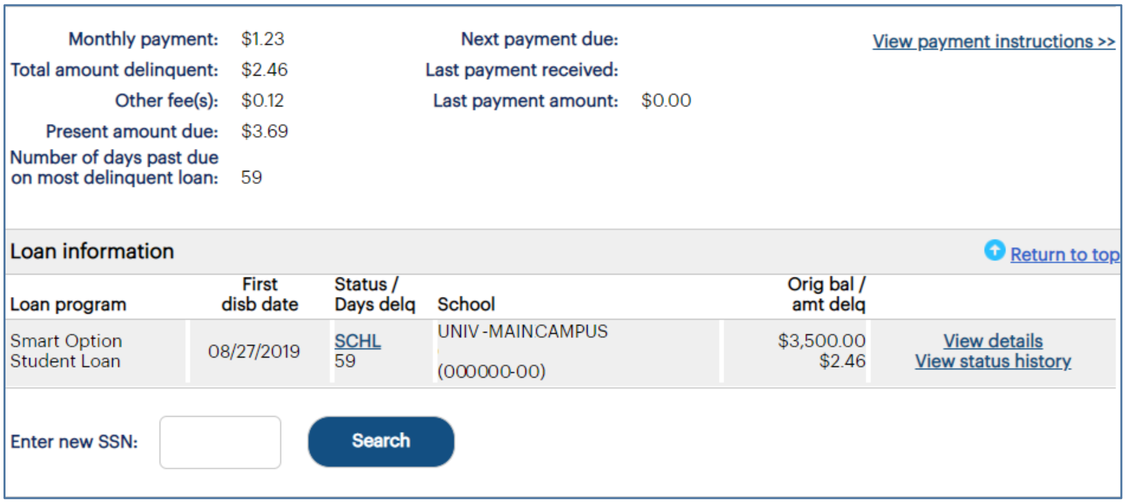
Account information

Return to top

The account information on this page details borrower loan servicing data associated with your institution. A borrower can access all Sallie Mae loan servicing data associated with their account by logging in at salliemae.com.

Original balance:	$3,500.00	10-day payoff amount:	$1,556.33	View balance details >>
Principal balance:	$1,500.00	10-day payoff date:	07/16/2020	View acct payment history >>
Accrued interest:	$52.68	Interest paid year-to-date:	$0.00	
Current balance:	$1,500.12	Prior year interest:	$0.00	

(Continued on the next page)



4. Review the information

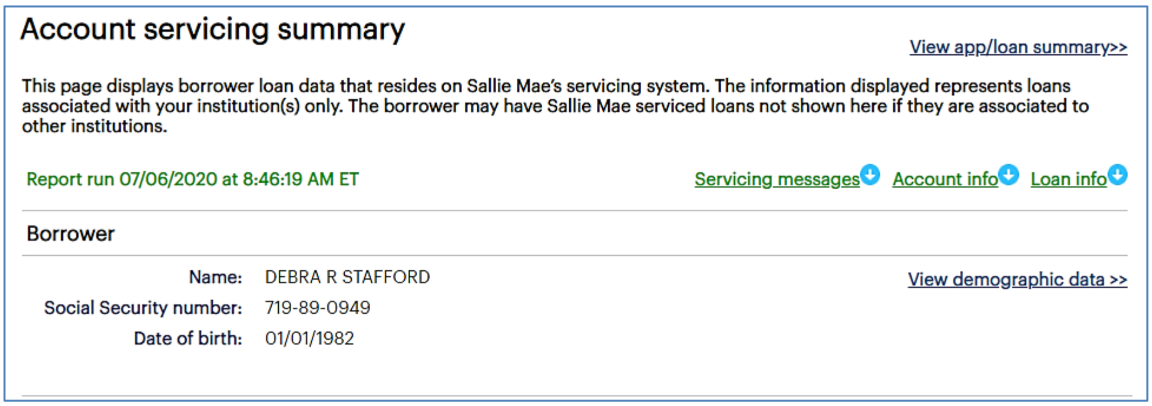
Reviewing the Account Servicing Summary Page

The following are summaries of the various sections of the page and the links that are available to additional details.

Borrower information:

The Account Servicing Summary page displays basic borrower demographic information under the **Borrower** section header, including name, Social Security number, and date of birth. The **Borrower** section also includes a link to detailed borrower information.

- **View Demographic Data** - To view detailed demographic information associated with the borrower.



Account servicing summary

View app/loan summary>>

This page displays borrower loan data that resides on Sallie Mae's servicing system. The information displayed represents loans associated with your institution(s) only. The borrower may have Sallie Mae serviced loans not shown here if they are associated to other institutions.

Report run 07/06/2020 at 8:46:19 AM ET

Servicing messages Account info Loan info

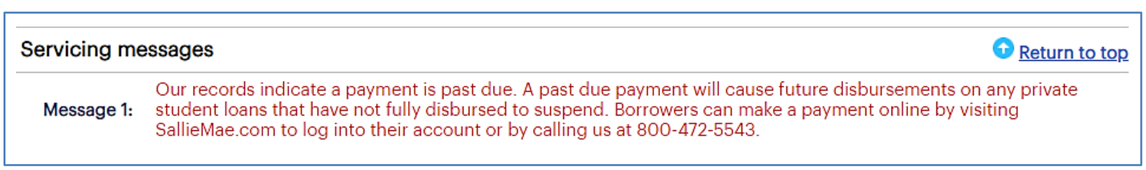
Borrower

Name:	DEBRA R STAFFORD
Social Security number:	719-89-0949
Date of birth:	01/01/1982

View demographic data >>

Servicing messages:

The Account Servicing Summary page displays servicing messages associated with the borrower account under the **Servicing Messages** section header. Servicing messages indicate problems with an account as well as the recommended means of correction.



Servicing messages

Return to top

Message 1:	Our records indicate a payment is past due. A past due payment will cause future disbursements on any private student loans that have not fully disbursed to suspend. Borrowers can make a payment online by visiting SallieMae.com to log into their account or by calling us at 800-472-5543.

(Continued on the next page)

Account Information:

The Account Servicing Summary page displays general borrower account information under the **Account Information** section header.

Account information — Return to top

The account information on this page details borrower loan servicing data associated with your institution. A borrower can access all Sallie Mae loan servicing data associated with their account by logging in at salliemae.com.

Original balance:	$3,500.00	10-day payoff amount:	$1,556.33	View balance details >>
Principal balance:	$1,500.00	10-day payoff date:	07/16/2020	View acct payment history >>
Accrued interest:	$52.68	Interest paid year-to-date:	$0.00	
Current balance:	$1,500.12	Prior year interest:	$0.00	

Monthly payment:	$1.23	Next payment due:		View payment instructions >>
Total amount delinquent:	$2.46	Last payment received:		
Other fee(s):	$0.12	Last payment amount:	$0.00	
Present amount due:	$3.69			
Number of days past due on most delinquent loan:	59			

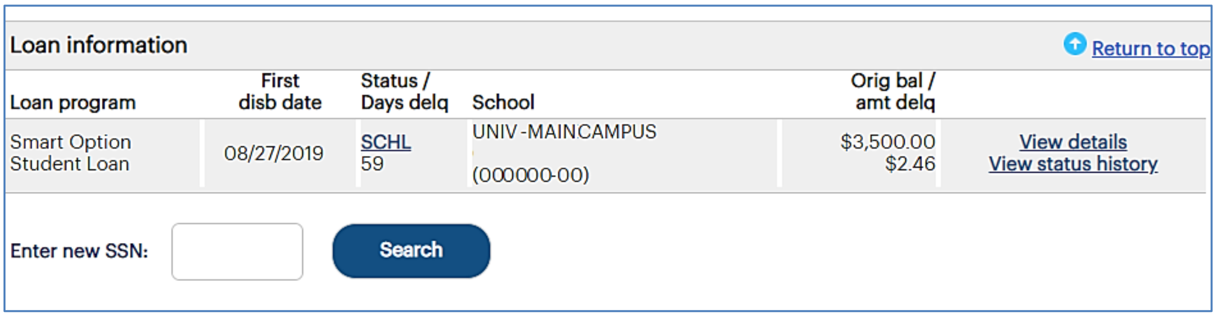
The **Account Information** section also includes multiple links to detailed account information associated with the borrower.

- **View Balance Details** - Loan balances associated with the borrower account, including sub-totals for each loan program.
- **View Acct Payment History** - Payment history associated with the borrower account, including all payments and financial transactions for all loans.
- **View Payment Instructions** - The instructions for the borrower explaining how to handle loan payments.

(Continued on the next page)

Loan Information:

The Account Servicing Summary page displays general information for individual loans associated with the borrower account under the **Loan Information** section header:



Loan information — Return to top

Loan program	First disb date	Status / Days delq	School	Orig bal / amt delq	
Smart Option Student Loan	08/27/2019	SCHL 59	UNIV -MAINCAMPUS (000000-00)	$3,500.00 $2.46	View details View status history

Enter new SSN: Search

The **Loan Information** section also includes links to detailed loan and status history information for each displayed loan:

- **View Details** - Servicing details for a loan, including payment information, interest and status details, loan details, disbursement details, and more.
- **View Status History** - The history of a loan's origination, disbursement, and repayment processing.

Once you have reviewed the borrower's information, you can:

- Begin a new search by typing a borrower SSN in the **Enter a New SSN** field and clicking the **Search** button.
- Return to the Search Criteria page by clicking the **Return to Search Criteria** button.

OpenNet® Web Loan Delivery

Originations User Reference Guide

Inquiry/Reporting Quick References

Pending Disbursements Overview

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

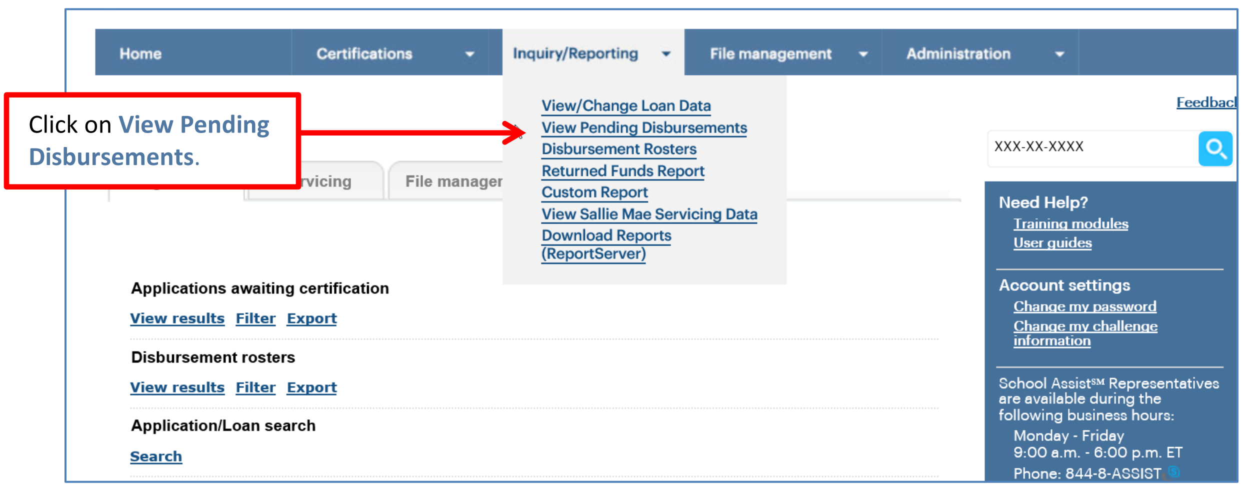
- Via a previously saved query.
- Via a quick search.
- Via a new query.

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.

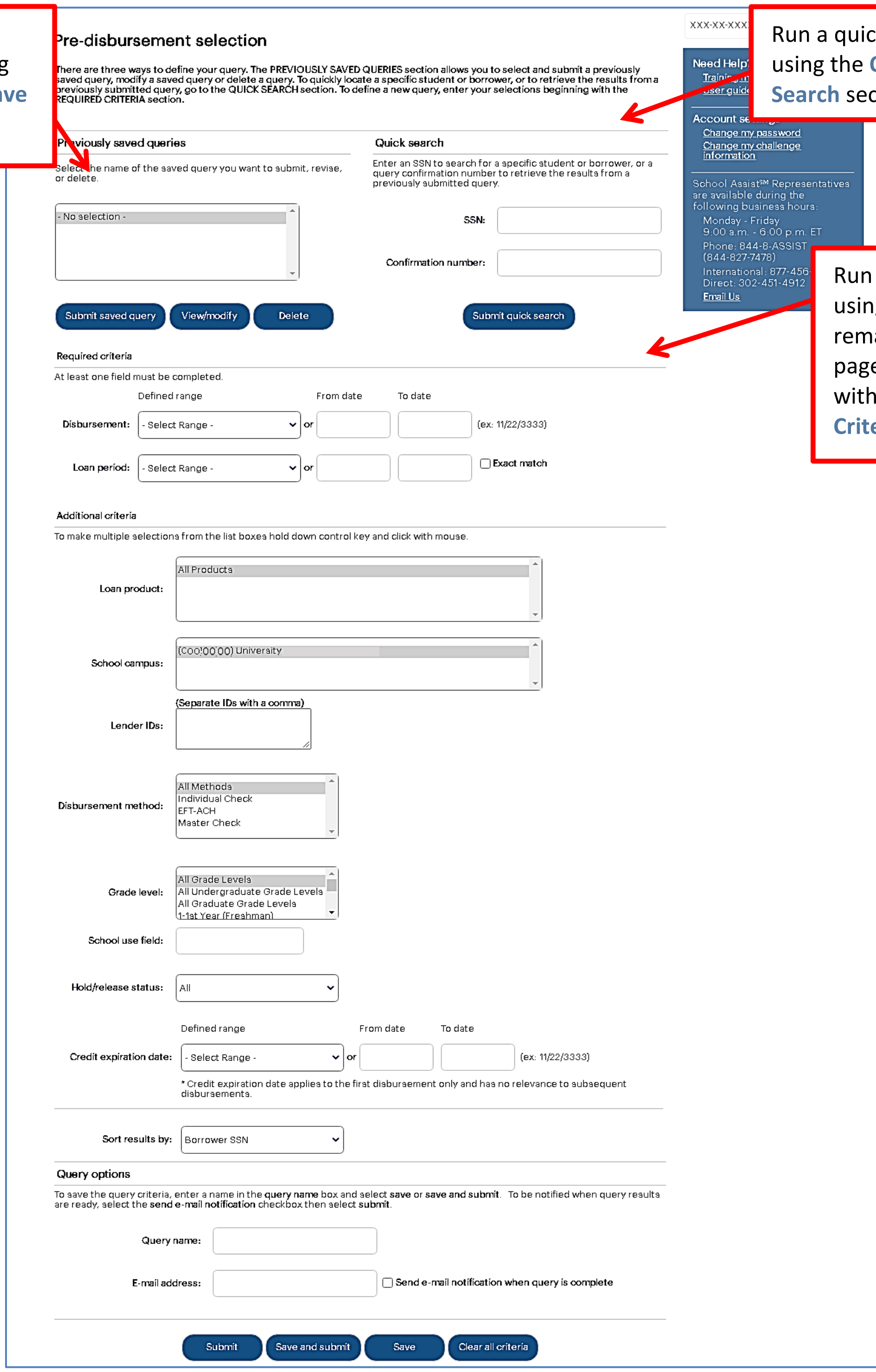
(Continued on the next page)

.

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

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

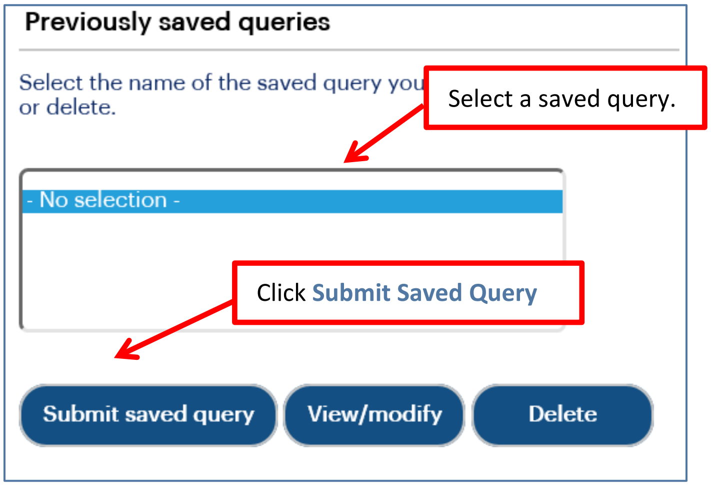
Run a new query using the remainder of the page, beginning with the **Required Criteria** section.



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.



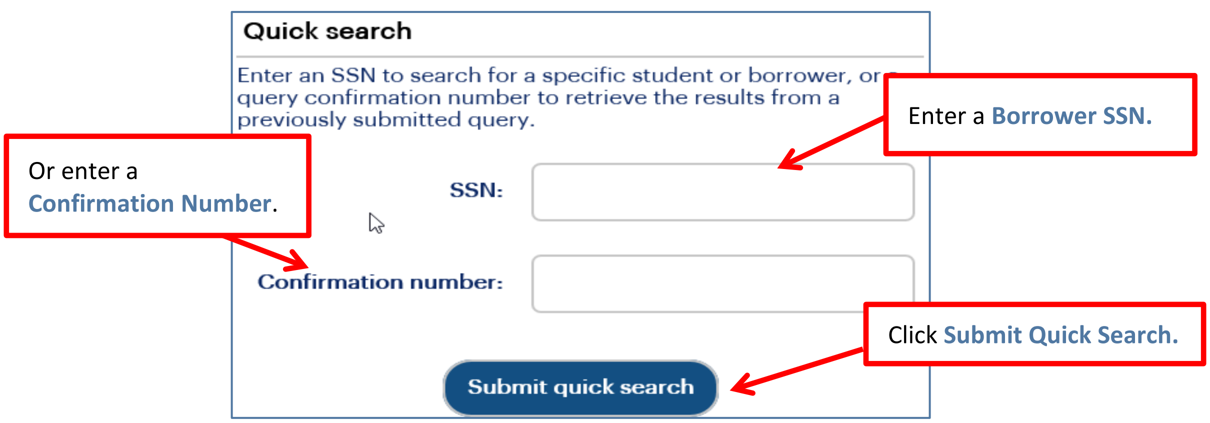
2. Select a previously saved query.
3. Click the **Submit Saved Query** button

   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.



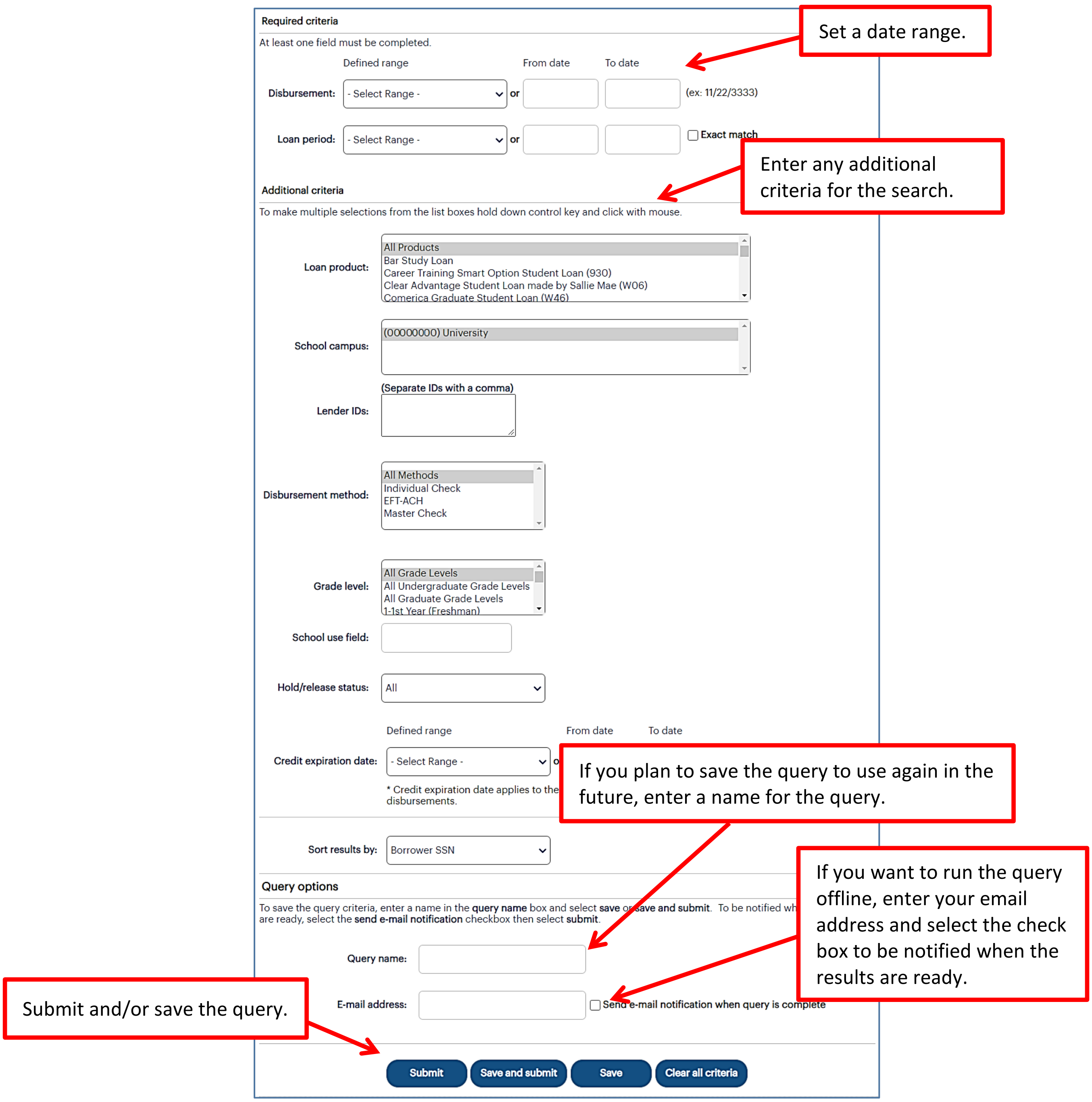
2. Use the **Borrower SSN** text box to search for a specific borrower or use the **Confirmation number** text box to retrieve results from a specific query that was submitted previously for offline processing.

(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:

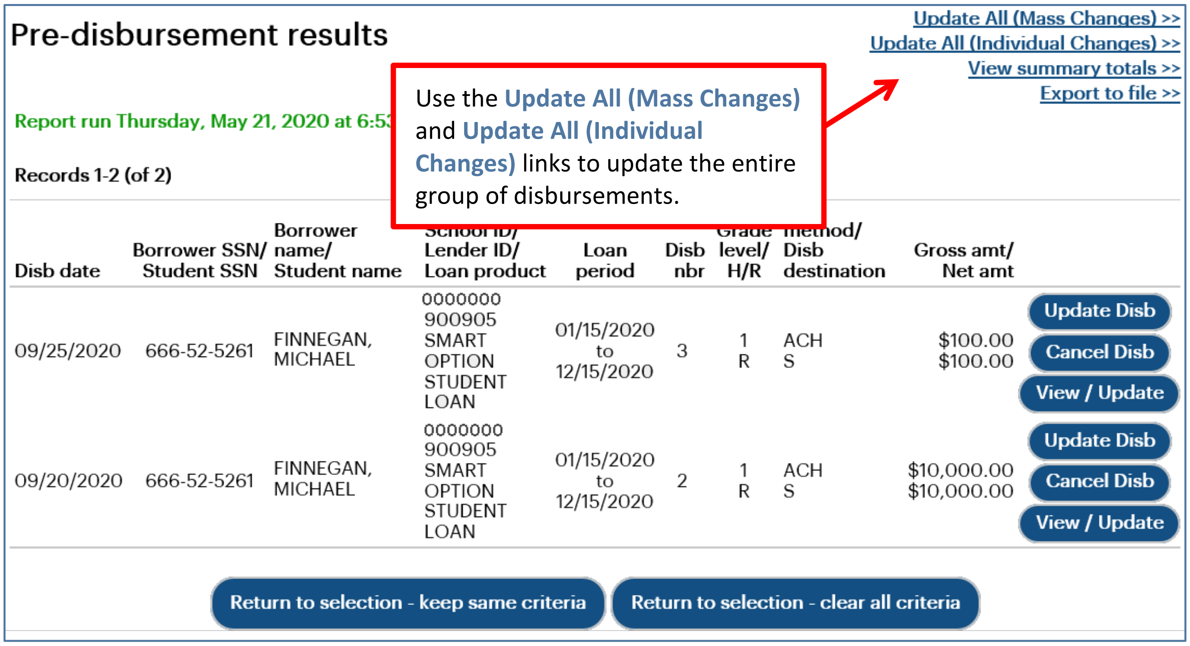
1. Locate the **Additional Criteria** section on the Pre-Disbursement Selection page. All the options from there to the bottom of the page can be used to submit and/or save a new query.



(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.

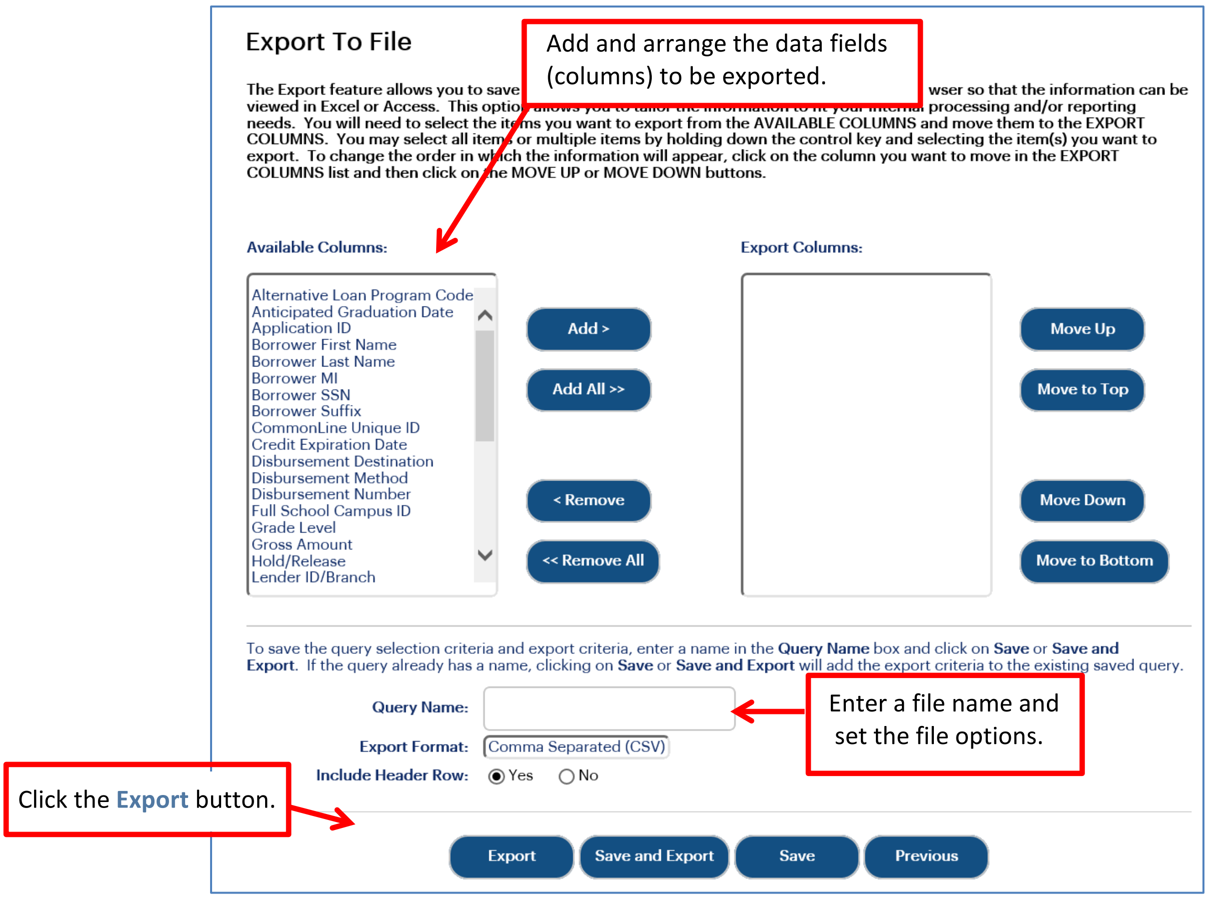
Exporting Pending Disbursement Query Results

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



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.

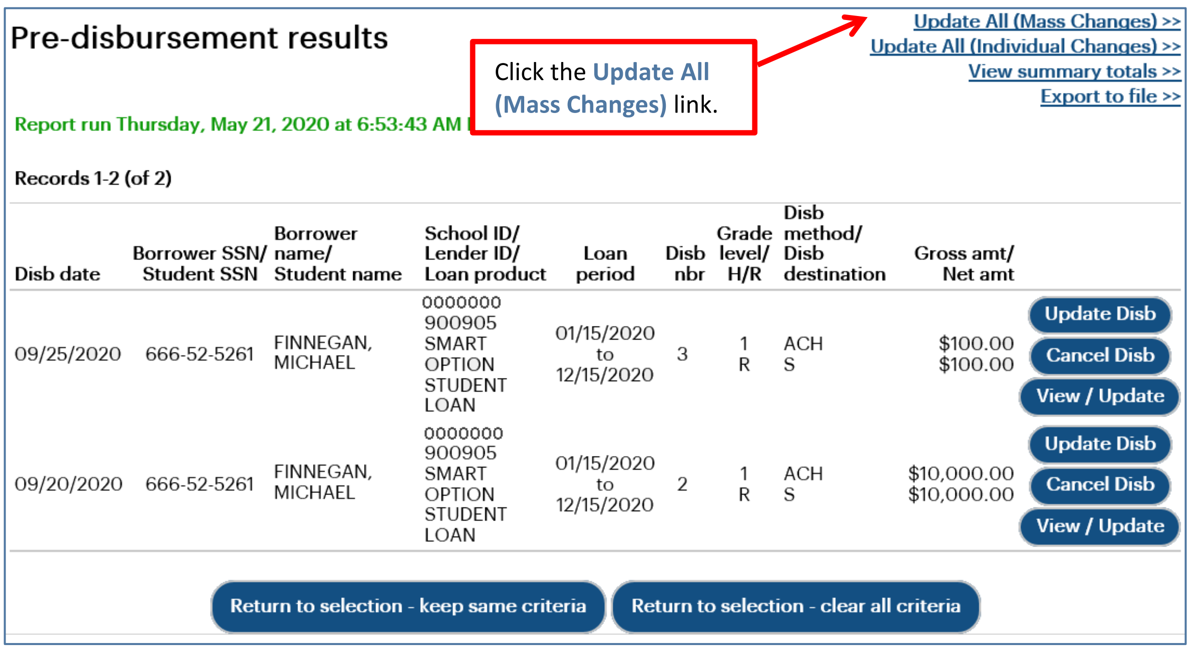
(Continued on the next page)

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

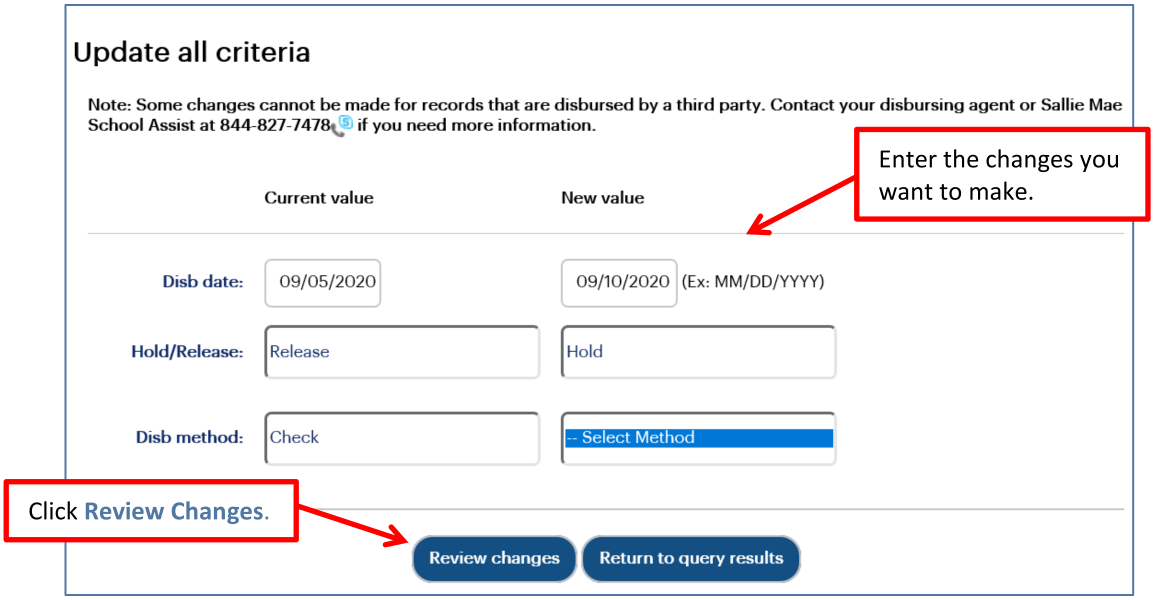
Records 1-2 (of 2)

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.

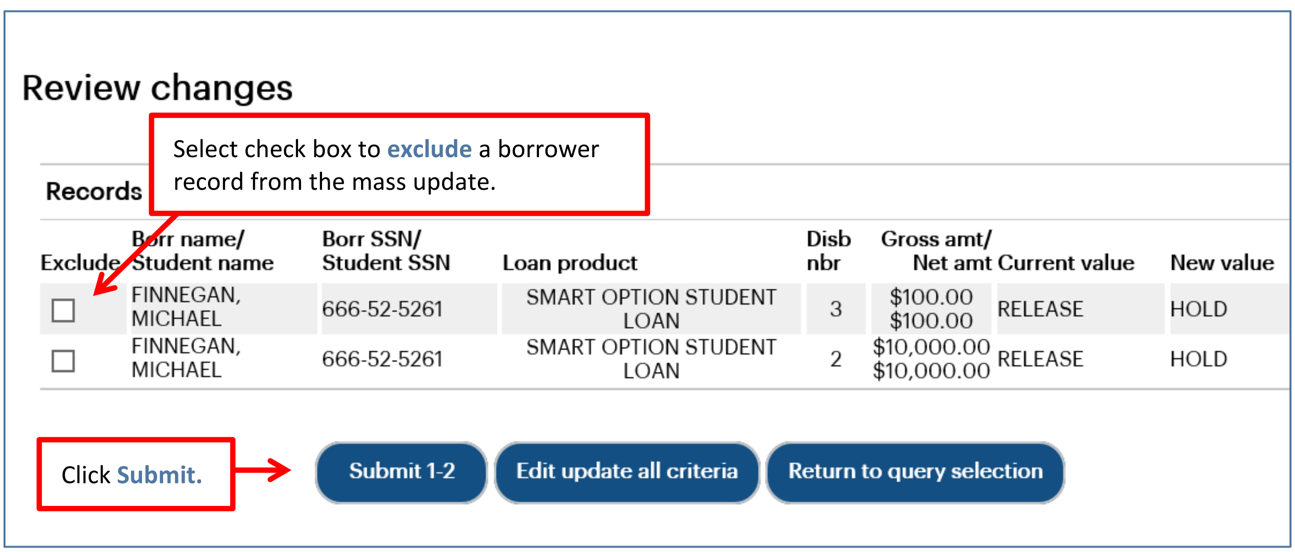
(Continued on the next page)



2. Make the changes using the available text fields and drop-down lists.
3. Click the **Review Changes** button.

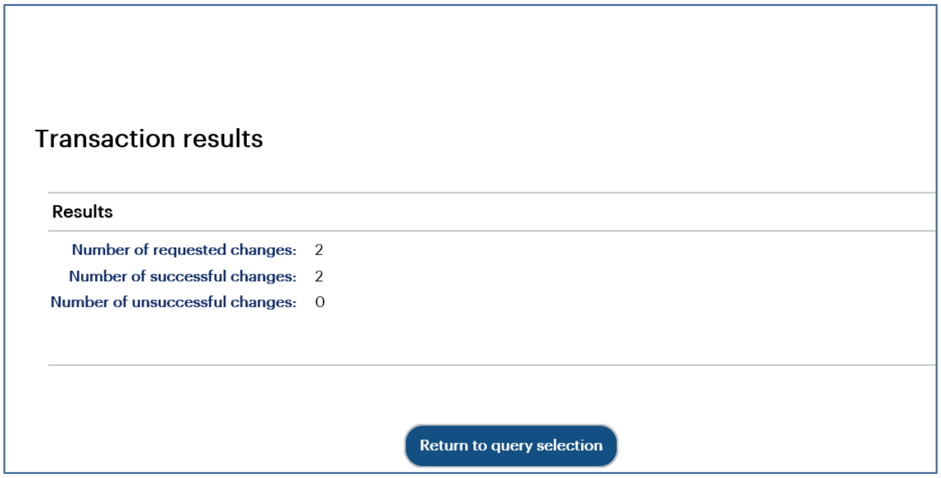
   The Review Changes page displays.

   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.



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)

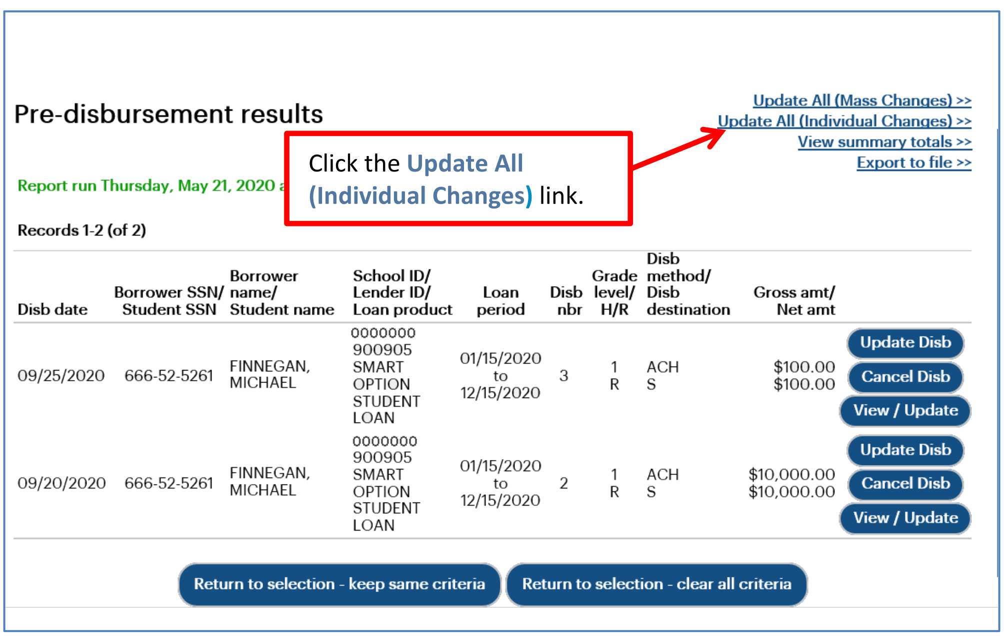


6. The Transaction Results page displays.
7. Click the **Return to Query Selection** button to return to the Pre-Disbursement Selection page.

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.



(Continued on the next page)

Update all individual changes list

Report run Thursday, May 21, 2020 at 8:42:07 AM ET

Records 1-2 (of 2)

Make your updates.

Borrower/ Student SSN	Borrower/ Student name	School ID/ Lender ID/ Loan product	Disb nbr/ Grade level	Loan period	Gross amt/ Net amt	Field name	Current value	New value
666-52-5261	FINNEGAN, MICHAEL	00000000 900905 SMART OPTION STUDENT LOAN	3 1	01/15/2020 to 12/15/2020	$100.00 $100.00	Disb date	09/25/2020	
						Hold/Release	Hold	--Select one
						Disb method	ACH	ACH
666-52-5261	FINNEGAN, MICHAEL	00000000 900905 SMART OPTION STUDENT LOAN	2 1	01/15/2020 to 12/15/2020	$10,000.00 $10,000.00	Disb date	09/20/2020	
						Hold/Release	Hold	--Select one
						Disb method	ACH	ACH

Click **Review Changes**.

Review changes | Discontinue

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.

Review individual changes

Report run Thursday, May 21, 2020 at 8:42:07 AM ET

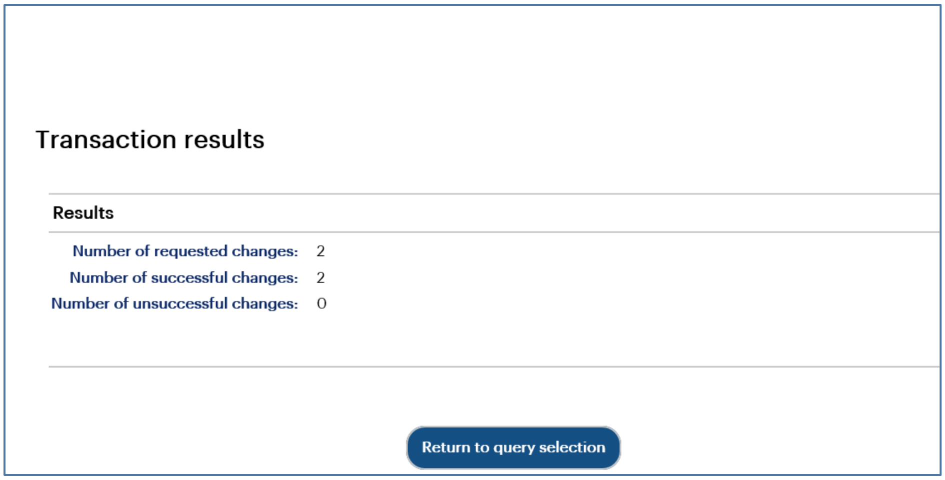
Disbursement records 1 -2 (of 2)

Borrower/ Student SSN	Borrower/ Student name	Disb nbr/ Loan product	Gross amt/ Net amt	Field name	Current value	New value
666-52-5261	FINNEGAN, MICHAEL	3 SMART OPTION STUDENT LOAN	$100.00 $100.00	Disb date Hold/Release Disb method	09/25/2020 Hold ACH	No change RELEASE No change
666-52-5261	FINNEGAN, MICHAEL	2 SMART OPTION STUDENT LOAN	$10,000.00 $10,000.00	Disb date Hold/Release Disb method	09/20/2020 Hold ACH	No change No change

Click **Submit Current Page Changes**.

Submit current page changes | Make corrections | Discontinue

(Continued on the next page)



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

Returned Funds Report Overview

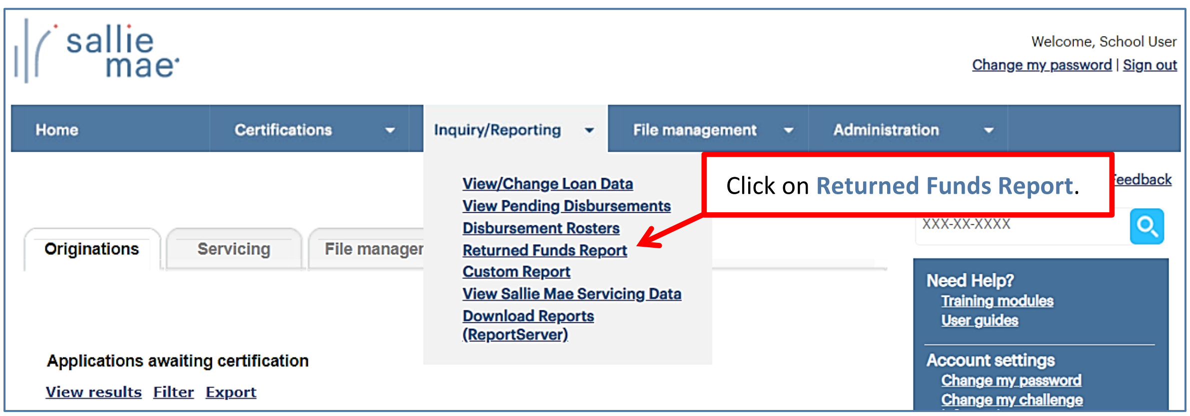
The Returned Funds reporting process allows you to generate and view reports on returned funds activities tied to transactions and batches that meet specified criteria. You can run a returned funds report three ways:

- Find transactions in a specific returned funds batch
- Select a saved report to run or modify
- Create a new report

Running a Returned Funds Report

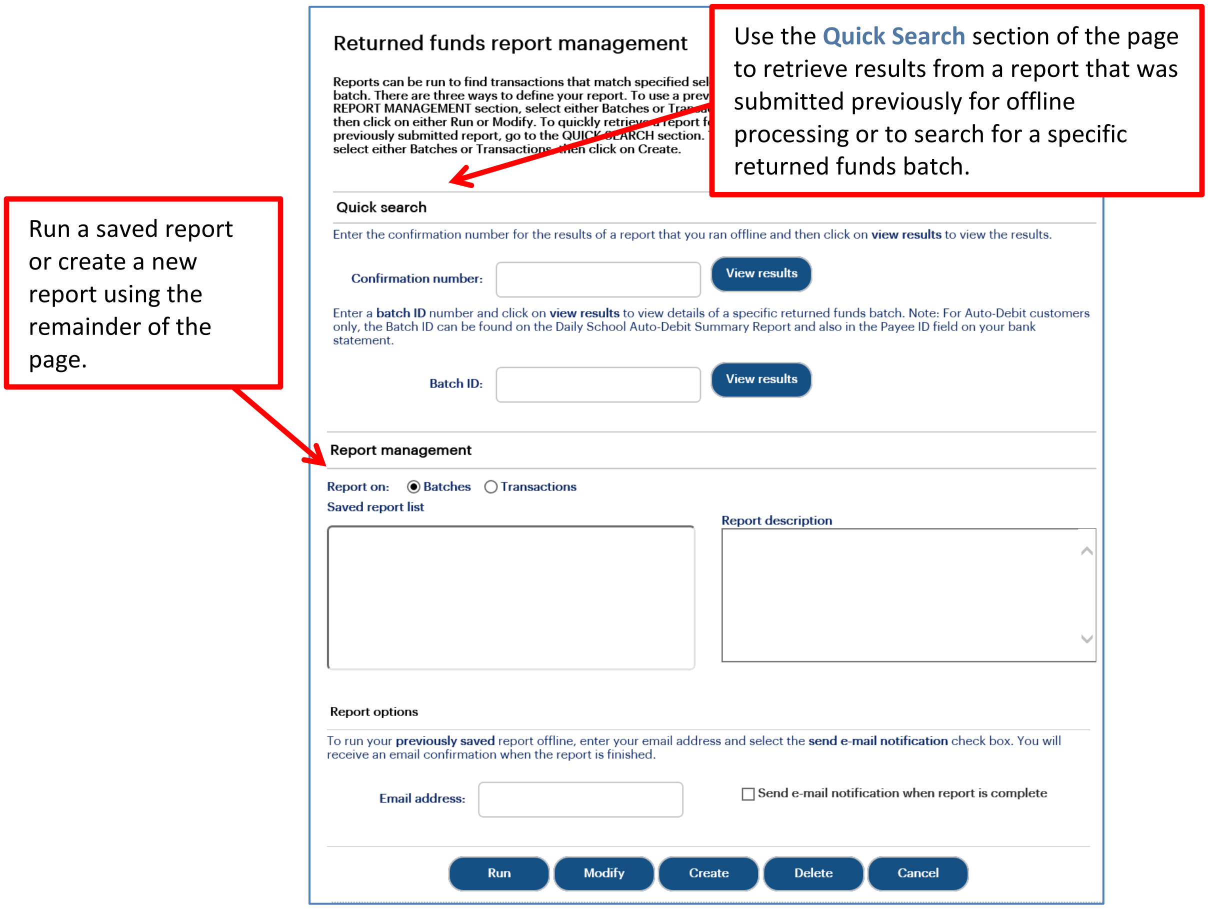
How to initiate a Returned Funds report:

1. Hover your cursor over the **Inquiry/Reporting** option on the Menu Bar of any OpenNet® Web Loan Delivery page, and then click on **Return Funds Report**.



The Returned Funds Management Report page displays.

(Continued on the next page)

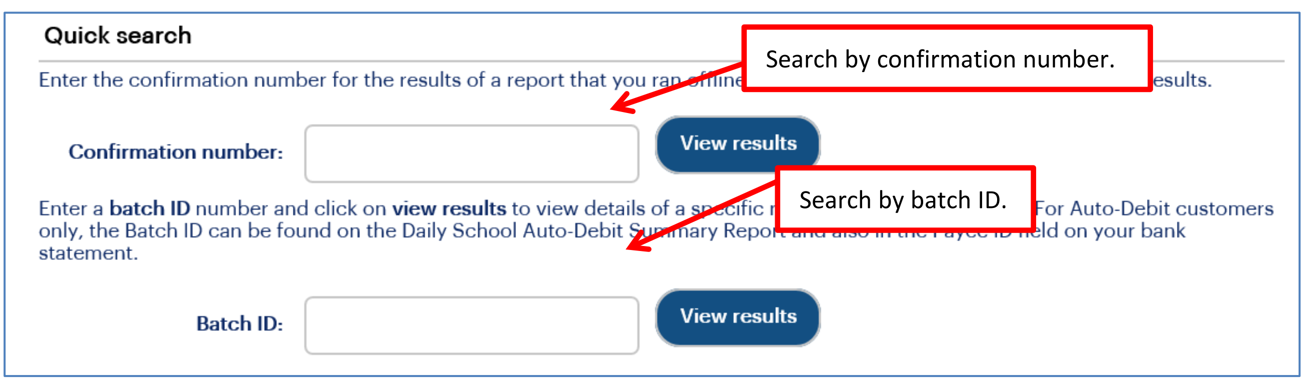


NOTE: If the Returned Funds Report feature is not available, you need to enable the Return Funds Report service component via the Service Components page. If you do not have administrative rights, contact your school administrator to have the service component enabled.

1. Use one of three methods to run a report.

Method 1: Quick Search:

1. Locate the **Quick Search** section of the Returned Funds Report Management page.



(Continued on the next page)

2. To perform a search for a report that was previously run offline, enter the confirmation number in the **Confirmation Number** text box and click the **View Results** button.

   The report results display in the Returned Funds Batch List page or the Returned Funds Transaction List page.

3. To perform a search using a specific batch ID, enter the batch ID in the **Batch ID** text box and click the **View Results** button.

   NOTE: The batch ID can be retrieved from the Disbursement Summary emails. To subscribe to these email notifications, please contact School Assist.

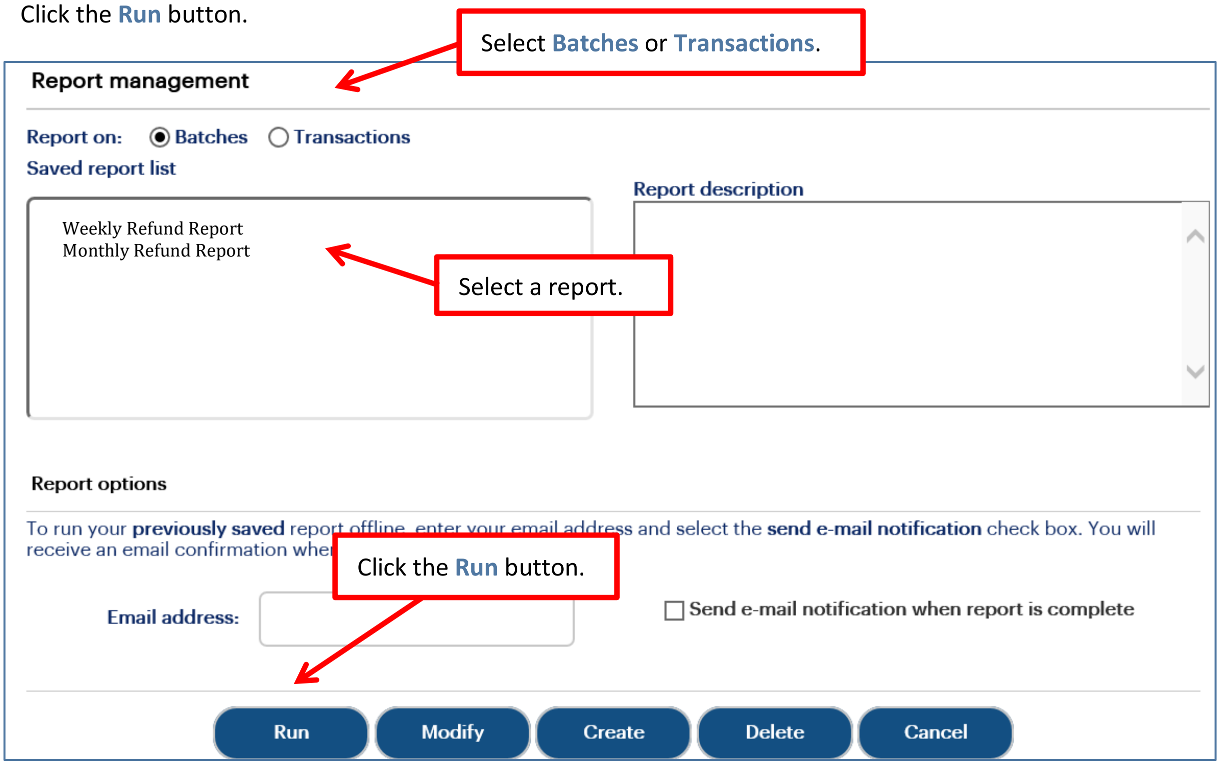
   The Returned Funds Batch List page displays.

Method 2: Saved Returned Funds Report:

1. Locate the **Report Management** section of the Returned Funds Report Management page.
   1. Select **Batches** for returned funds batch reports or **Transactions** for returned funds transaction reports

      The associated saved reports display in the **Saved Report List**.

   2. Select the report you want to view.
   3. Click the **Run** button.



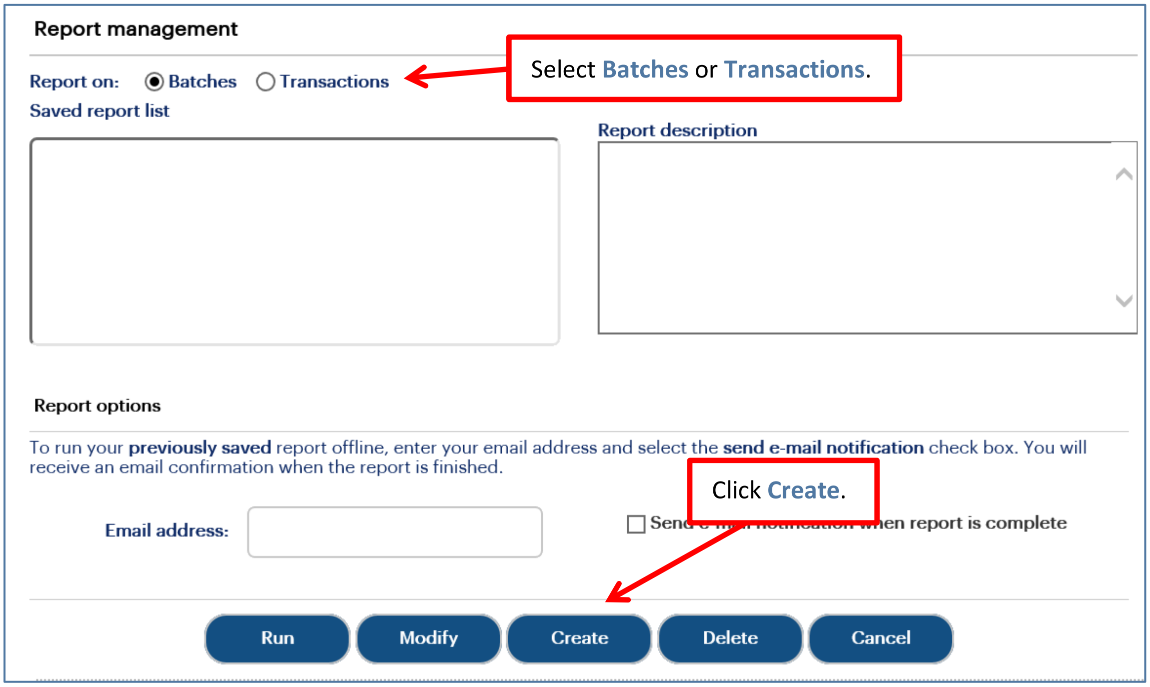
The report results display in the Returned Funds Batch List page or the Returned Funds Transaction List page.

NOTE: You can modify the report criteria before running it by clicking the Modify button instead of the Run button.

(Continued on the next page)

Method 3: New Return Funds Report:

1. Locate the **Report Management** section of the Returned Funds Report Management page.



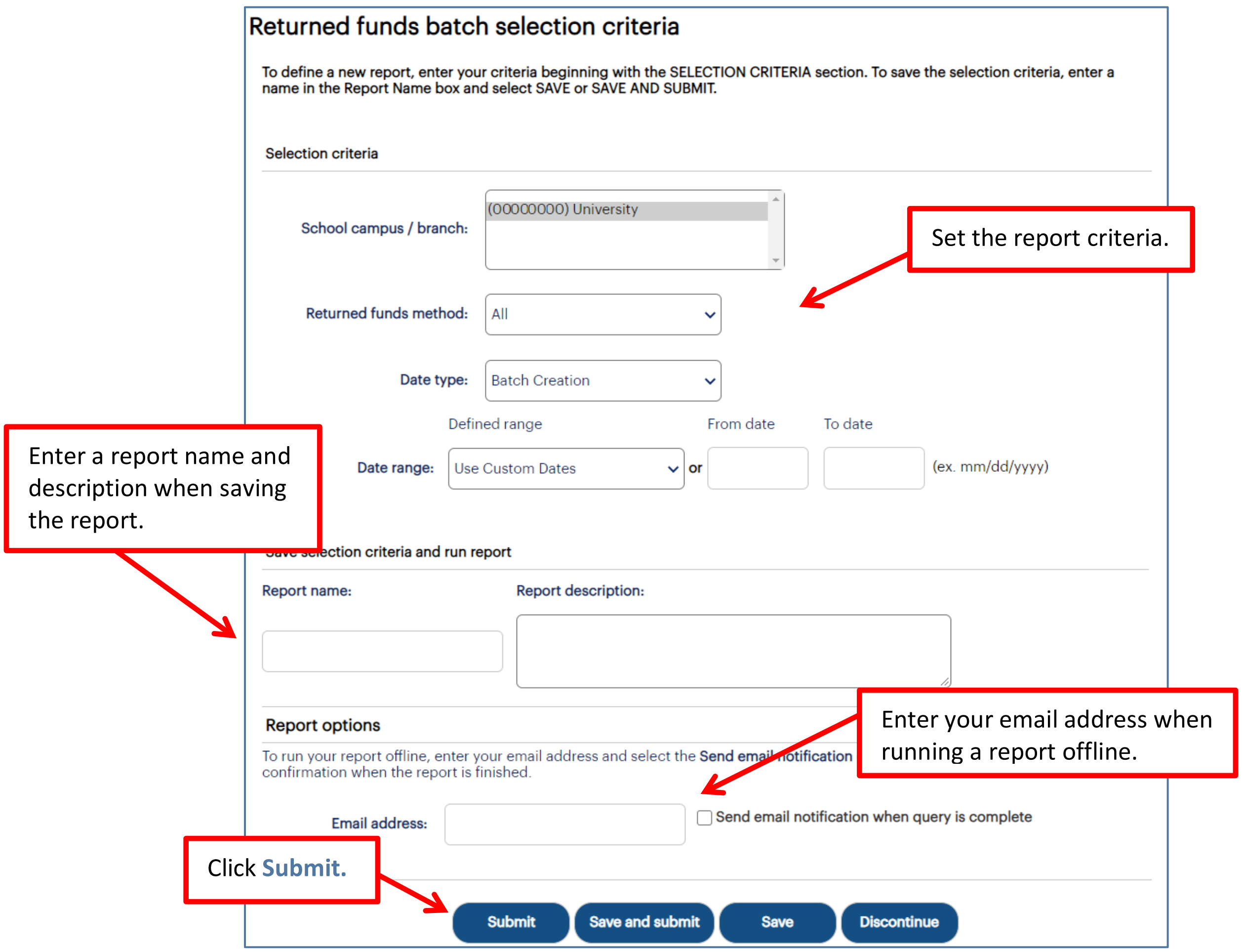
2. Select **Batches** to run a report on batch information or **Transactions** to run a report on transaction details.
3. Click the **Create** button.

   If you are creating a returned funds batch report, the Returned Funds Batch Selection Criteria page displays. If you are creating a returned funds transaction report, the Returned Funds Transaction Selection Criteria page displays.

(Continued on the next page)

Returned Funds Batch Report

1. On the Returned Funds Batch Selection Criteria page, set the criteria for the report by using the fields in the **Selection Criteria** section.



2. If you are saving the report for future use, enter a name for the report in the **Report Name** text box and a description of the report in the **Report Description** text box.
3. If you would like to run the report offline and be notified when it is ready, enter your email address and select the **Send Email Notification When Query is Complete** check box. This feature allows you to run large reports offline and return to OpenNet to retrieve the results at a later time.
4. Click the **Submit** button.

   The Returned Funds Batch Summary Results page displays.

(Continued on the next page)

Returned funds batch summary results

Modify returned funds selection >>
Export to file >>

Report run Wednesday, June 3, 2020 at 10:44:59 AM ET

Click the **View List** button to view the transactions in a batch.

Records 1-1 (of 1)

Batch ID	Batch creation date	Returned funds method	Total batch amount	School ID	School name	Batch status	
6713	03/05/2020	AUTO-DEBIT	$2,500.00	000000-00	UNIV-MAIN	COMPLETE	View list

Return to report management

5. To view the transactions included in a batch, click the **View List** button corresponding to that batch.

The Returned Funds Batch List page displays:

Returned funds batch list

Modify returned funds selection >>
Export to file >>

Report run Wednesday, June 3, 2020 at 10:49:46 AM ET

Records 1-2 (of 2)

Batch ID:	6713	Total batch amount:	$2,500.00
Batch creation date:	03/05/2020	Processed amount:	$2,500.00
Returned funds method:	AUTO-DEBIT	Work in process amount:	$0.00
ACH initiation date:		Check number:	N/A
Settlement date:	03/17/2020	School ID:	000000-00
		School	

Click the **View Details** button to view details of a specific transaction.

Borrower/ Student SSN	Borrower/ Student name	Loan prgm	Loan period	Inst ID/ Inst type	Excess funds reg ID	Transaction type	Transaction amount	Transaction date	
719-89-1325	THURMAN, MEGAN C.	PRIVATE	01/15/2020 to 04/15/2020	00000000 SCHOOL	N/A	CANCEL - UNCONSUMMATED	$1,000.00	03/05/2020	View Details
719-89-1325	THURMAN, MEGAN C.	PRIVATE	01/15/2020 to 04/15/2020	00000000 SCHOOL	N/A	CANCEL - UNCONSUMMATED	$1,500.00	03/05/2020	View Details

Return to batch results

6. To view details of a specific transaction, click the **View Details** button for that transaction.
The Returned Funds Transaction Detail page displays:

(Continued on the next page)

RETURNED FUNDS TRANSACTION DETAIL

Modify Returned Funds Selection >>

Report run Wednesday, June 3, 2020 at 10:54:03 AM ET

Borrower

Borrower Name:	MEGAN C. THURMAN	Student Name:	
Borrower SSN:	719-89-1325	Student SSN:	

Transaction Detail

The disbursement details provided below reflect the most recent disbursement roster information for this disbursement number. It does not reflect any other adjustment transactions processed since the disbursement date provided.

Disbursement Detail

Disbursement Date:	03/05/2020
Disbursement Roster ID:	S00005745
Disbursement Number:	2
Disbursement ID:	100863447-01
CommonLine Unique ID:	899984AT100863447
Origination Fee Amount:	$0.00
Gross Disbursement Amount:	$1,000.00
Net Disbursement Amount:	$1,000.00

Return Transaction Detail

Transaction Type:	CANCEL - UNCONSUMMATED
Transaction Date:	03/05/2020
Batch ID:	6713
Net Transaction Amount:	$1,000.00
Return Method:	AUTO
Initiating Source Type:	SCHOOL
Source Code:	00000000

Return to Batch List

7. Review the displayed information.
8. Click the **Return to Batch List** button to return to the previous page.

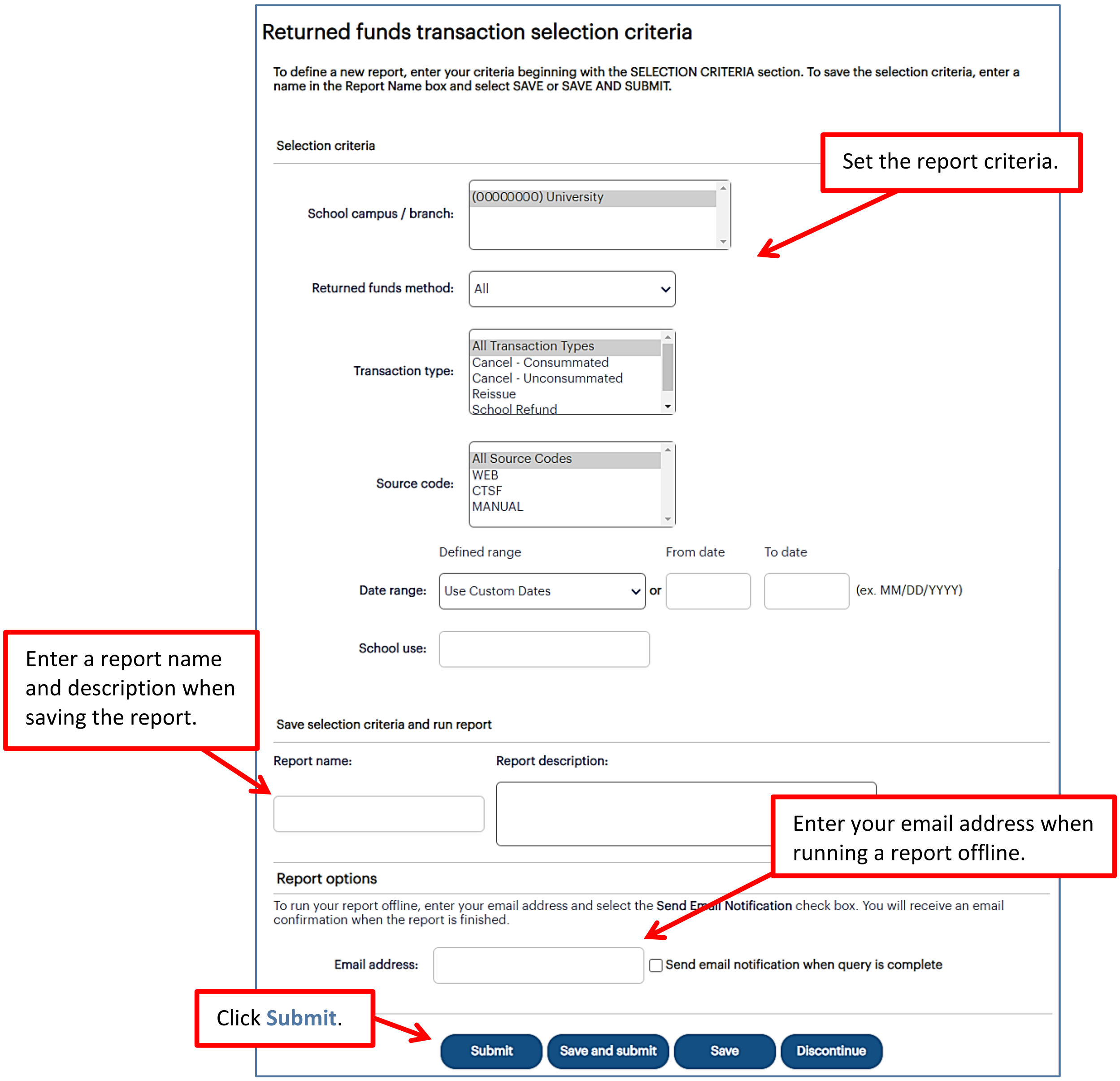
During the Return Funds Batch reporting process, you can also:

- Save the batch information to a file by clicking the **Export to File** link.

  NOTE: The Export to a File link will be unavailable if your query results have exceeded the maximum number of records that can be exported. If you need to export the results as an Excel or comma separated values (CSV) file, refine your search criteria to return fewer records.
- Change your report criteria and retrieve a new report by clicking the **Modify Returned Funds Selection** link.
- End the reporting process by clicking the **Return to Report Management** button.

Returned Funds Transaction Report

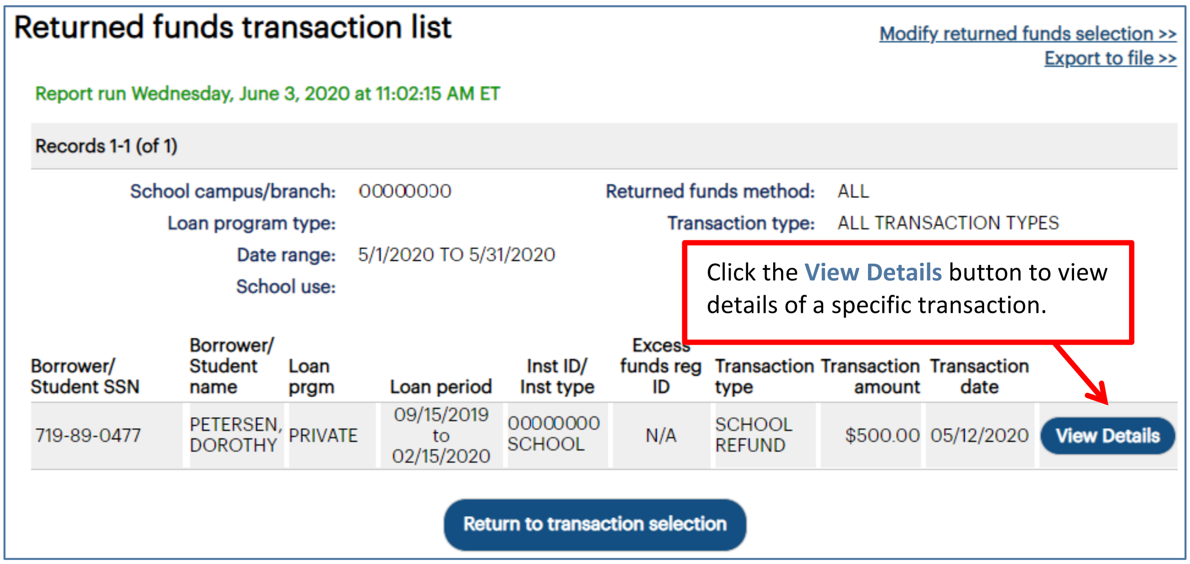
1. On the Returned Funds Transaction Selection Criteria page, set the criteria for the report by using the fields under the **Selection Criteria** section header.



(Continued on the next page)

2. If you are saving the report for future use, enter a name for the report in the **Report Name** text box and a description of the report in the **Report Description** text box.
3. If you would like to run the report offline and be notified when it is ready, enter your email address and select the **Send Email Notification When Query is Complete** check box.
4. Click the **Submit** button.

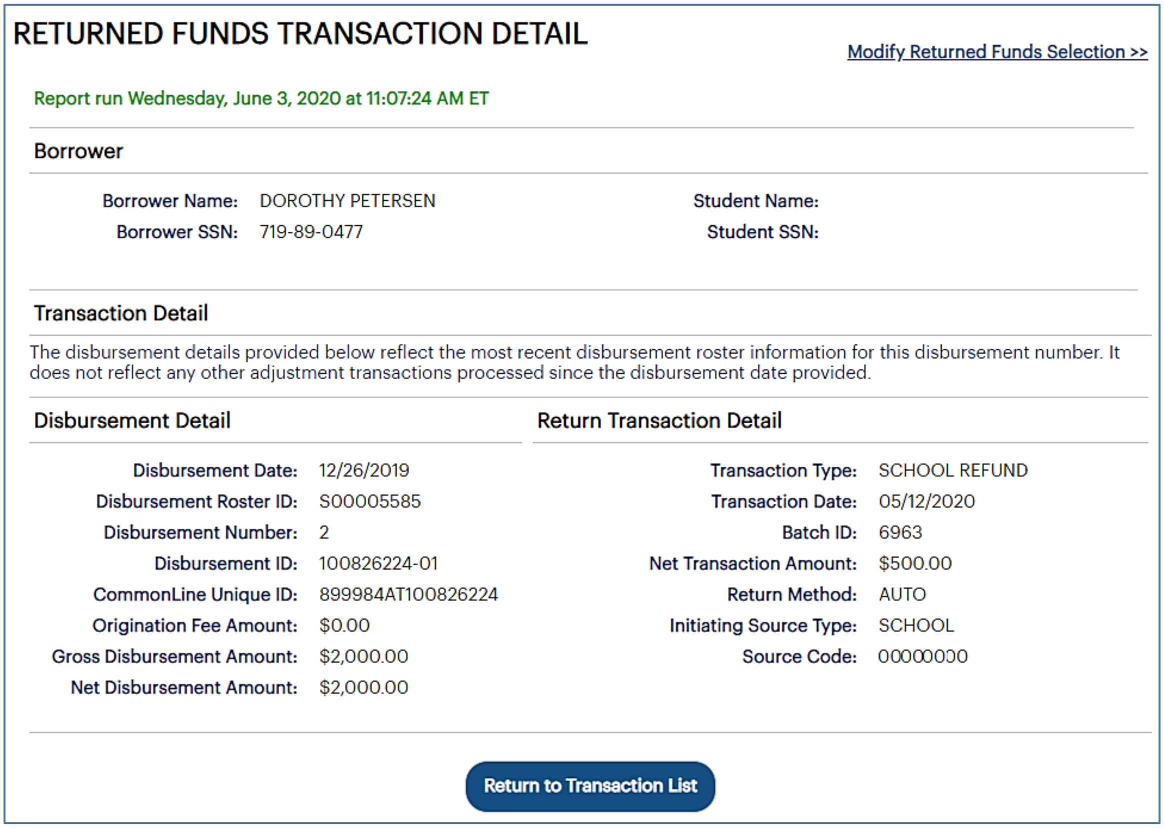
   The Returned Funds Transaction List page displays:



5. To view details of a specific transaction, click the **View Details** button for that transaction.

   The Returned Funds Transaction Detail page displays:

(Continued on the next page)



RETURNED FUNDS TRANSACTION DETAIL

Modify Returned Funds Selection >>

Report run Wednesday, June 3, 2020 at 11:07:24 AM ET

Borrower

Borrower Name:	DOROTHY PETERSEN	Student Name:	
Borrower SSN:	719-89-0477	Student SSN:	

Transaction Detail

The disbursement details provided below reflect the most recent disbursement roster information for this disbursement number. It does not reflect any other adjustment transactions processed since the disbursement date provided.

Disbursement Detail

Disbursement Date:	12/26/2019
Disbursement Roster ID:	S00005585
Disbursement Number:	2
Disbursement ID:	100826224-01
CommonLine Unique ID:	899984AT100826224
Origination Fee Amount:	$0.00
Gross Disbursement Amount:	$2,000.00
Net Disbursement Amount:	$2,000.00

Return Transaction Detail

Transaction Type:	SCHOOL REFUND
Transaction Date:	05/12/2020
Batch ID:	6963
Net Transaction Amount:	$500.00
Return Method:	AUTO
Initiating Source Type:	SCHOOL
Source Code:	00000000

Return to Transaction List

6. Review the displayed information.
7. Click the **Return to Transaction List** button to return to the previous page.

During the Return Funds Transaction reporting process, you can also:

- Save the information from the page to a file by clicking the **Export to File** link.

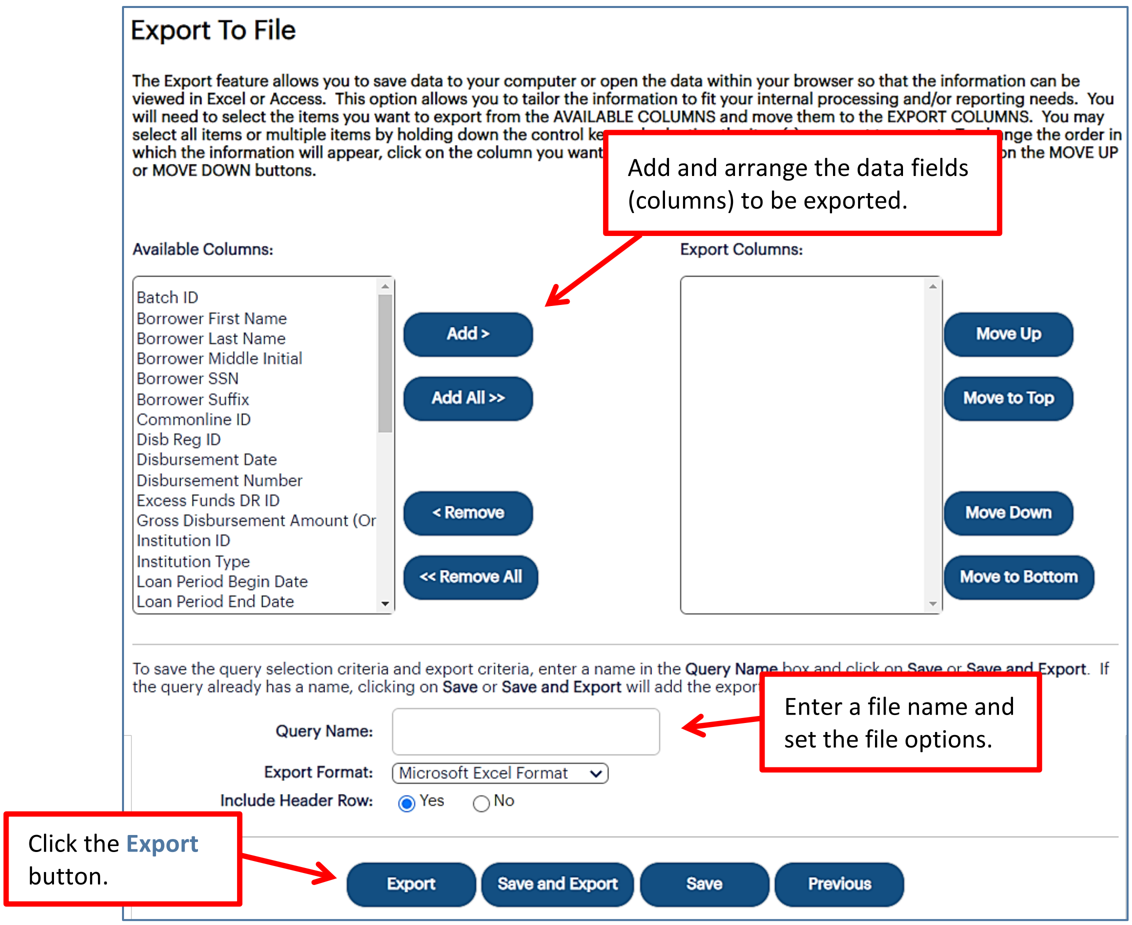
  NOTE: The Export to a File link will be unavailable if your query results have exceeded the maximum number of records that can be exported. If you need to export the results as an Excel or comma separated values (CSV) file, refine your search criteria to return fewer records.
- Change your report criteria and retrieve a new report by clicking the **Modify Returned Funds Selection** link.
- End the reporting process by clicking the **Return to Report Management** button.

Exporting a Returned Funds Report

How to export the returned funds report results:

1. Click the **Export to File** link on the Returned Funds Batch List or Returned Funds Transaction List page.

   The Export to File page displays.



2. Add and arrange the data fields (columns) to be exported using the available functionality.
3. Enter a name for the file in the **Export Name** field.
4. Select the format of the exported file in the **Export Format** field.
5. Select whether you want header information to display on the exported file in the **Include Header Row** option.
6. Click the **Export** button.

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

Disbursement Rosters Overview

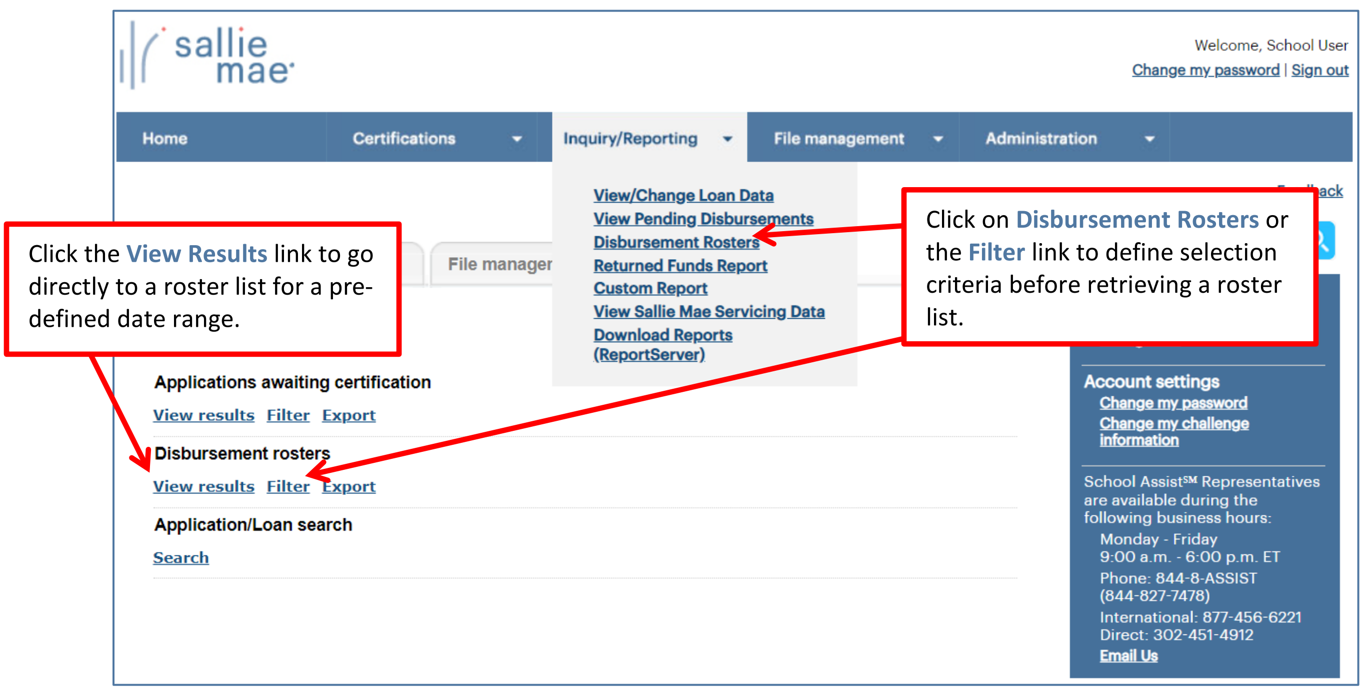
Disbursement rosters inform schools of all the loan disbursements being issued to them by Sallie Mae®.

Retrieve Disbursement Rosters

How to retrieve disbursement rosters:

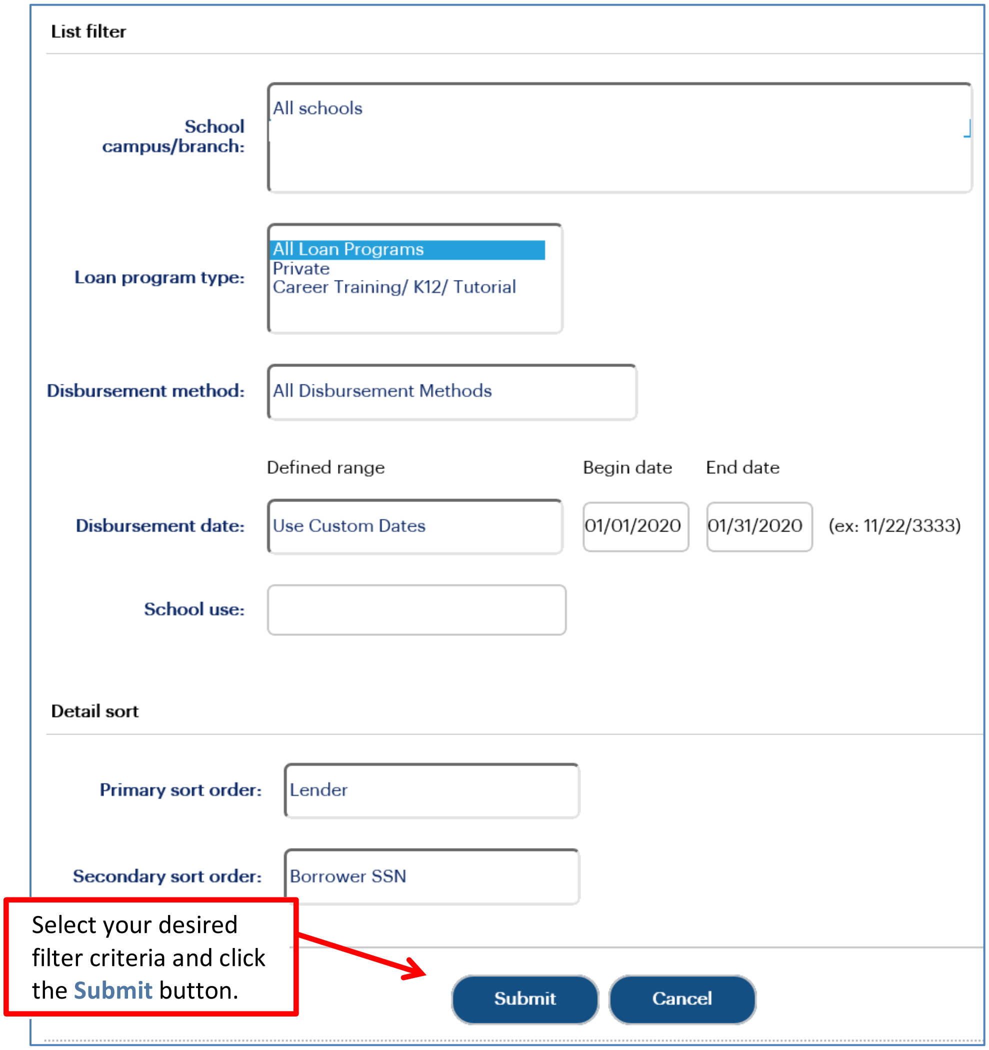
1. Do one of the following:
    - Hover your cursor over the **Inquiry/Reporting** option on the Menu Bar of any OpenNet® Web Loan Delivery page, and then click on **Disbursement Rosters**.
    - On the **Originations** tab of the School Home Page, click the **Filter** link on the **Disbursement Rosters** tile.

    SHORTCUT: To bypass the selection step and go directly to a list of rosters dated five days in the past through five days in the future, click on the **View Results** or **Export** links on the **Disbursement Rosters** tile instead of the **Filter** link.

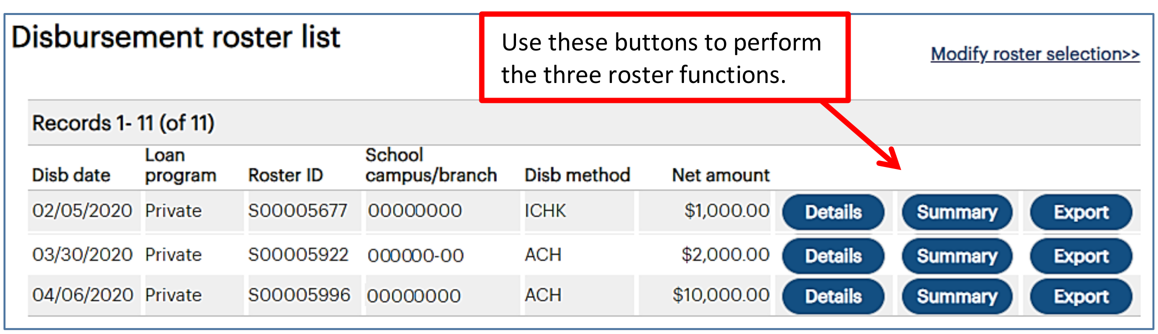


The Roster Selection page displays.

(Continued on the next page)



2. Select the filter criteria appropriate for the disbursement rosters you want to retrieve.
3. Click the **Submit** button. The Disbursement Roster List page displays.



Disb date	Loan program	Roster ID	School campus/branch	Disb method	Net amount			
02/05/2020	Private	S00005677	00000000	ICHK	$1,000.00	Details	Summary	Export
03/30/2020	Private	S00005922	000000-00	ACH	$2,000.00	Details	Summary	Export
04/06/2020	Private	S00005996	00000000	ACH	$10,000.00	Details	Summary	Export

The following sections cover the three functions that can be performed using the buttons displayed next to each roster in the list:

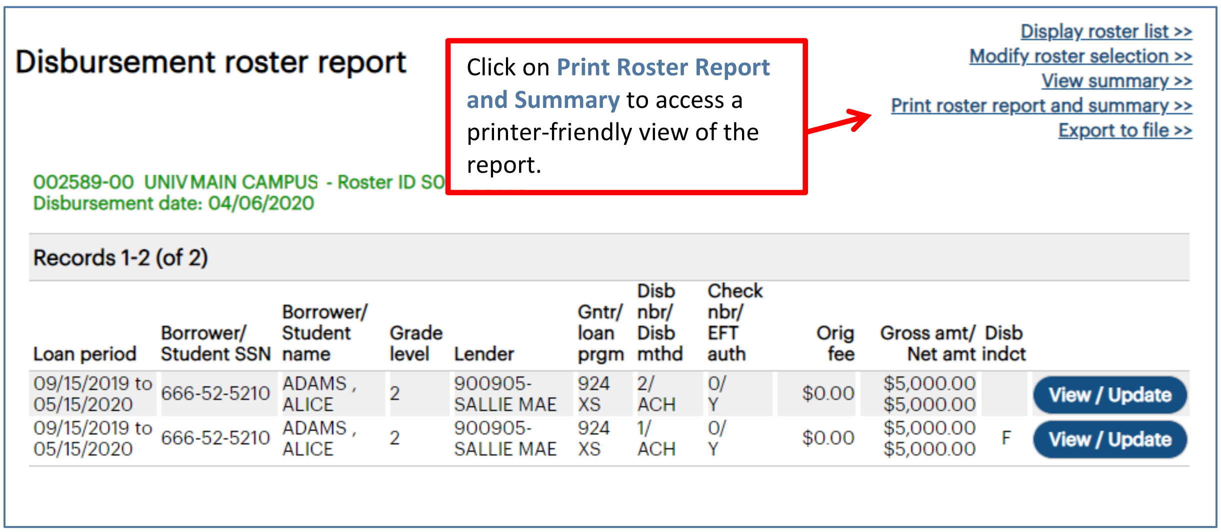
Details	View the disbursement roster details
Summary	View the disbursement roster summary
Export	Export the contents of the disbursement roster to a file on your local computer

View the Disbursement Roster Details

How to view the disbursement roster details:

1. On the Disbursement Roster List page, click the **Details** button.

   The Disbursement Roster Report page displays.



Disbursement roster report

Display roster list >>
Modify roster selection >>
View summary >>
Print roster report and summary >>
Export to file >>

Click on **Print Roster Report and Summary** to access a printer-friendly view of the report.

002589-00 UNIV MAIN CAMPUS - Roster ID SO
Disbursement date: 04/06/2020

Records 1-2 (of 2)

Loan period	Borrower/ Student SSN	Borrower/ Student name	Grade level	Lender	Gntr/ loan prgm	Disb nbr/ Disb mthd	Check nbr/ EFT auth	Orig fee	Gross amt/ Net amt	Disb indct	
09/15/2019 to 05/15/2020	666-52-5210	ADAMS , ALICE	2	900905- SALLIE MAE	924 XS	2/ ACH	0/ Y	$0.00	$5,000.00 $5,000.00		View / Update
09/15/2019 to 05/15/2020	666-52-5210	ADAMS , ALICE	2	900905- SALLIE MAE	924 XS	1/ ACH	0/ Y	$0.00	$5,000.00 $5,000.00	F	View / Update

The values displayed under the **Disb Indct** column header are as follows:

F	Original First Disbursement of Loan
R	Reissued Disbursement
A	Authorized for Reinstatement

2. To access a printable version of the roster and associated summary, click the **Print Roster Report and Summary** link.

   A popup dialog box appears with a printer-friendly view of the report.

(Continued on the next page)

The Disbursement Roster Report and Summary displays.

Disbursement Roster Report

002589-00 UNIV -MAIN CAMPUS - Roster ID S00005996
Disbursement Date: 04/06/2020

Records 1-2 (of 2)

Loan Period	Borrower/ Student SSN	Borrower/ Student Name	Grd Lvl	Lender	Gntr/ Loan Prgm	Disb Nbr/ Disb Mthd	Check Nbr/ EFT Auth	Orig Fee	Gross Amt/ Net Amt	Disb Indct
09/15/2019 to 05/15/2020	666-52-5210	ADAMS, ALICE ,	2	900905-SALLIE MAE	924 XS	2/ ACH	0/ Y	$0.00	$5,000.00 $5,000.00	
09/15/2019 to 05/15/2020	666-52-5210	ADAMS, ALICE ,	2	900905-SALLIE MAE	924 XS	1/ ACH	0/ Y	$0.00	$5,000.00 $5,000.00	F

Disbursement Roster Report Summary

Roster ID S00005996
Disbursement Date: 04/06/2020
Report run on May 20, 2020 at 12:47 PM ET

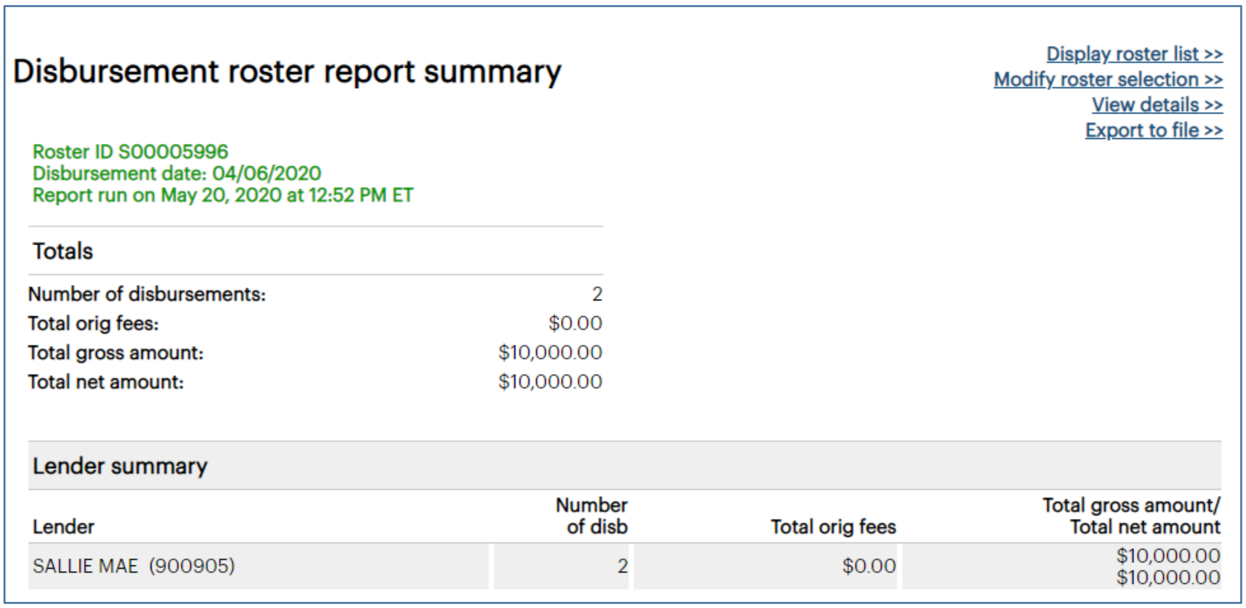
3. Use the print option on your web browser to print the report.

View the Disbursement Roster Summary

How to view the disbursement roster summary:

1. On the Disbursement Roster List page, click the **View summary** button.

   The Disbursement Roster Report Summary page displays.



Disbursement roster report summary

Display roster list >>
Modify roster selection >>
View details >>
Export to file >>

Roster ID S00005996
Disbursement date: 04/06/2020
Report run on May 20, 2020 at 12:52 PM ET

Totals

Number of disbursements:	2
Total orig fees:	$0.00
Total gross amount:	$10,000.00
Total net amount:	$10,000.00

Lender summary

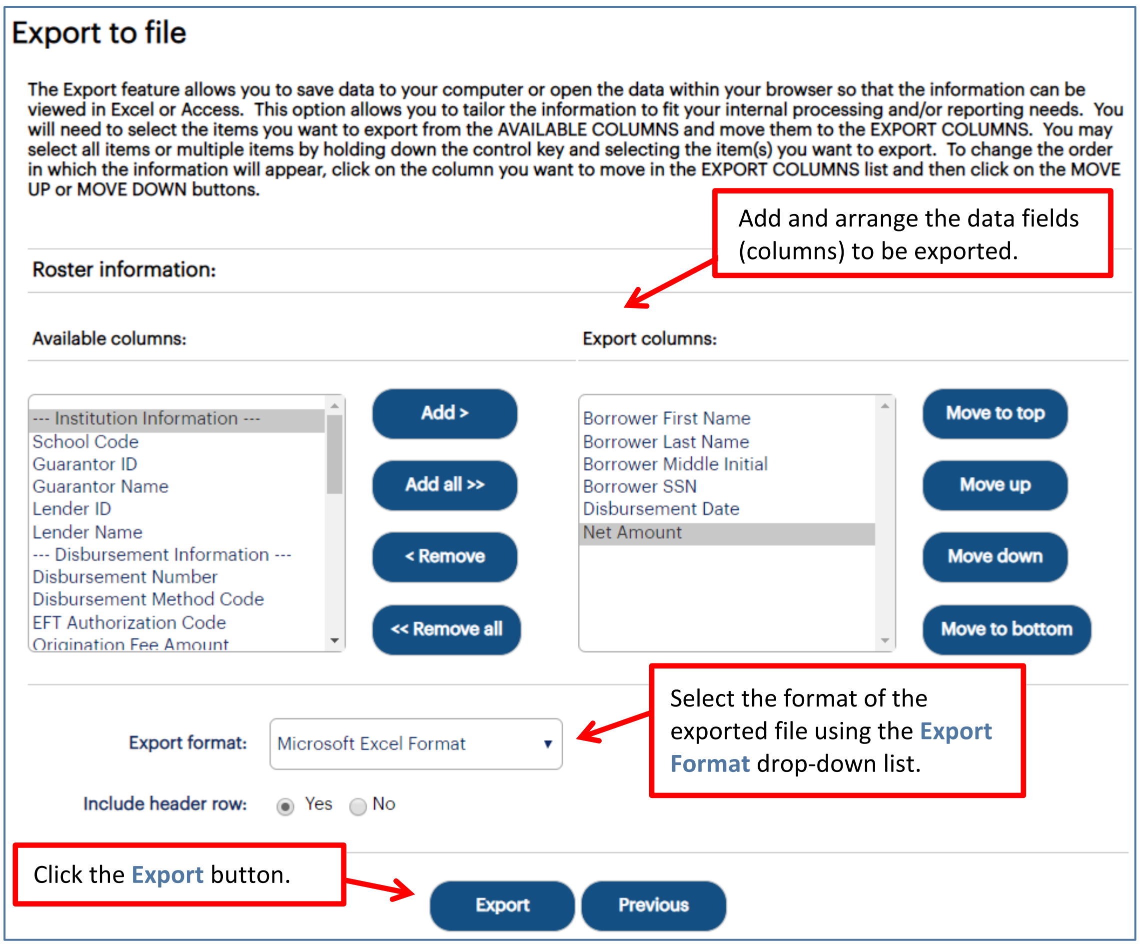
Lender	Number of disb	Total orig fees	Total gross amount/ Total net amount
SALLIE MAE (900905)	2	$0.00	$10,000.00 $10,000.00

Export a Disbursement Roster

1. On the Disbursement Roster List page, click the **Export** button.

   The Export to File page displays.

   NOTE: The same export functionality is provided by clicking the **Export to File** link on either the Disbursement Roster Report page or Disbursement Roster Report Summary page. Other types of OpenNet inquiries also support this functionality.



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.

   NOTE: The downloaded disbursement roster will contain only information from the Disbursement Roster Report page. It will not contain information from the Disbursement Roster Report Summary page.

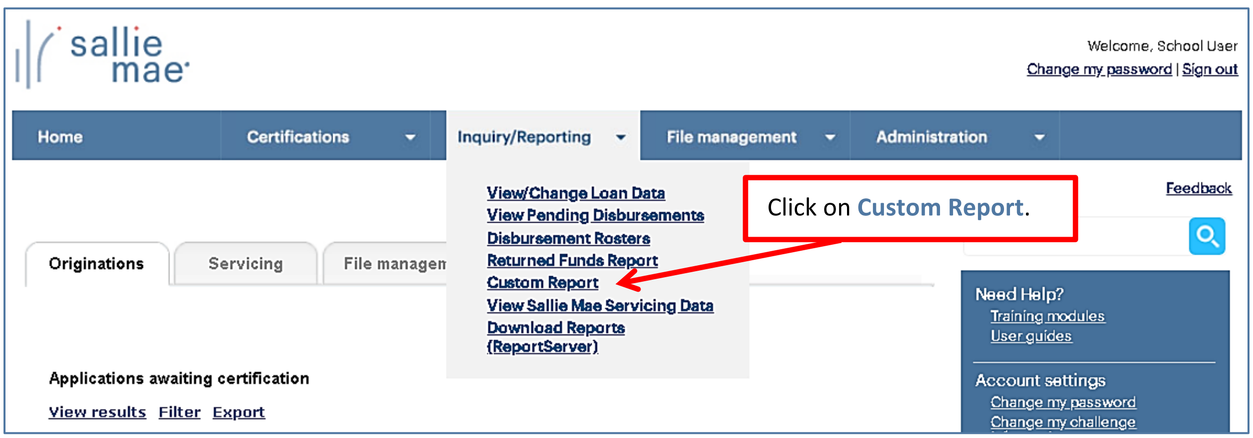
Custom Reports Overview

The Custom Reporting process allows you to run reports on loan and disbursement data using a wide variety of selection criteria.

Running a Custom Report

How to run a custom report:

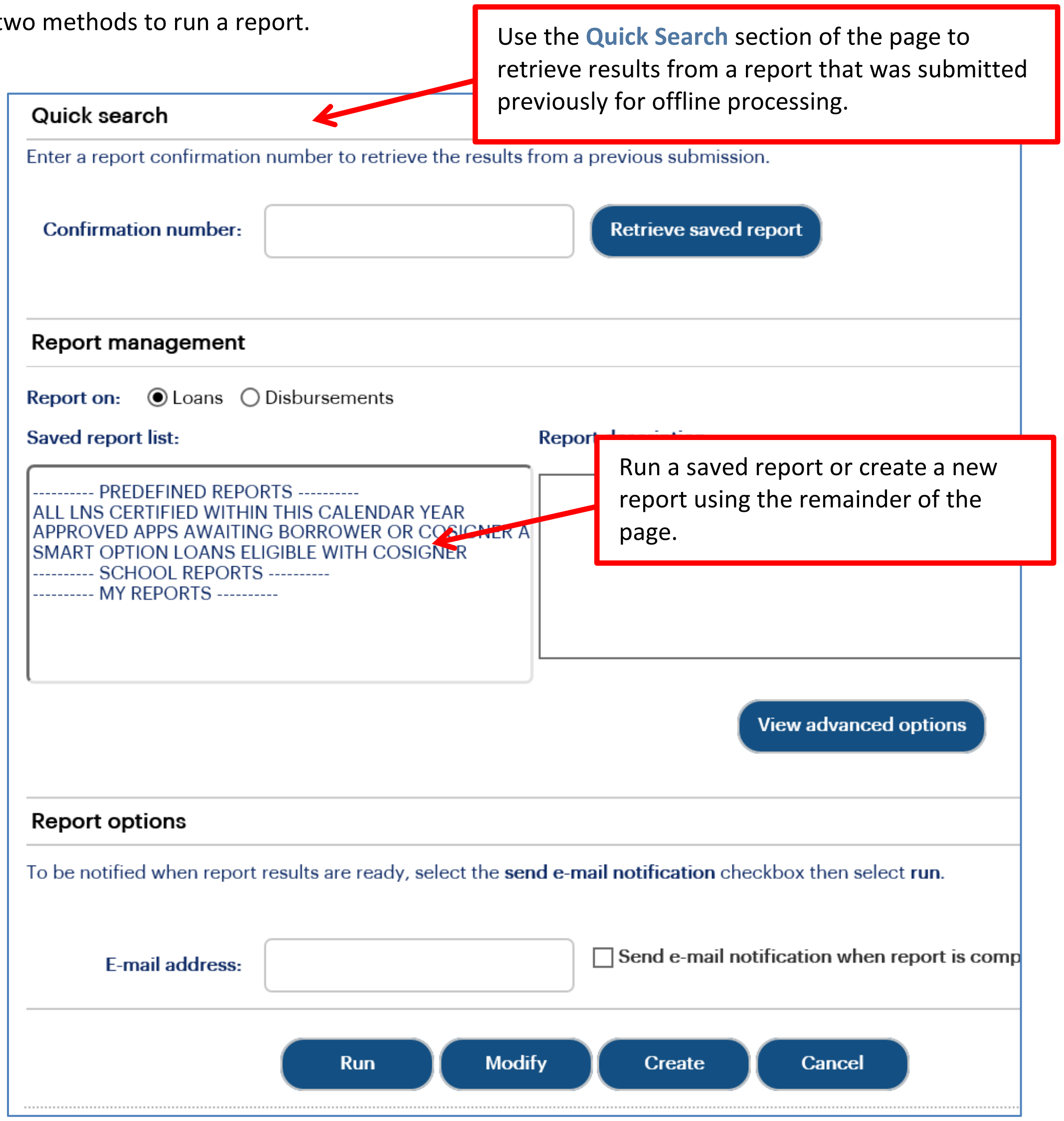
1. Hover your cursor over the **Inquiry/Reporting** option on the menu bar of any OpenNet® Web Loan Delivery page, and then click on **Custom Report**.



The Custom Report Management page displays.

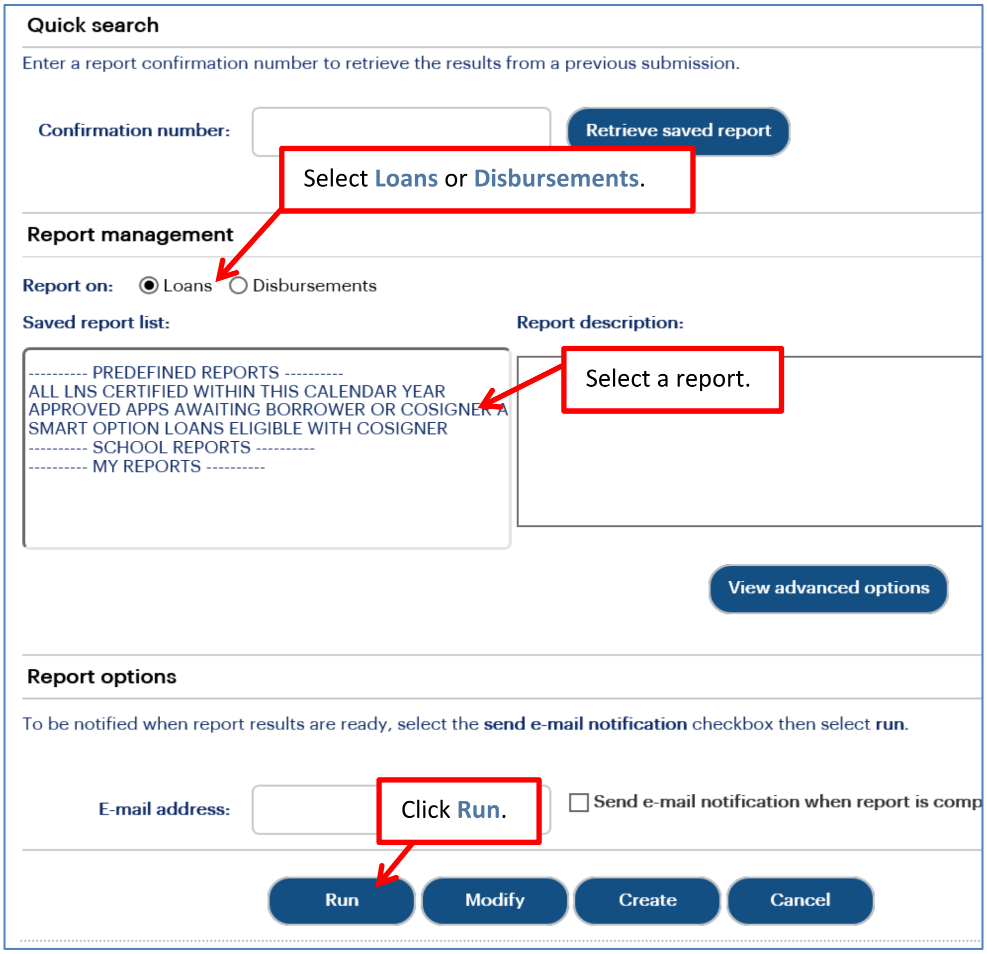
(Continued on the next page)

2. Use one of two methods to run a report.



Method 1: Saved Custom Report:

1. Locate the **Report Management** section of the Custom Report Management page.



2. Select **Loans** or **Disbursements**.
   The associated saved reports display in the **Saved Report List**.
3. Select the report you want to view. Options include:
   Predefined Reports – Reports created by Sallie Mae® and available to all users with access to Custom Reporting.

   School Reports – Reports created by a school administrator or user and elevated by a school administrator to be accessible by all users at the school.

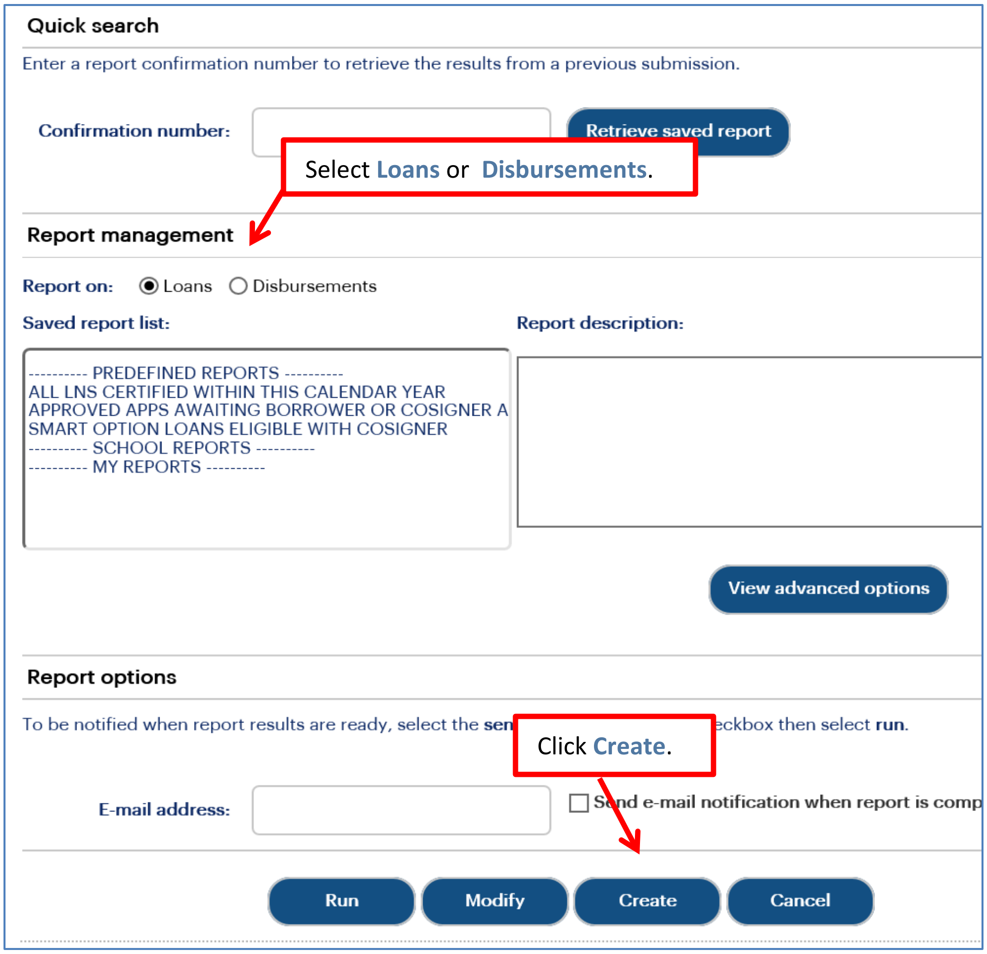
   My Reports - Reports created by individual users. These reports are accessible only by the user who created the report and the school administrator.
4. Click the **Run** button.

   The report results display in the Custom Loan Report or Custom Disbursement Report page.

   NOTE: You can modify the report criteria before running it by clicking the **Modify** button instead of the **Run** button.

(Continued on the next page)

Method 2: New Custom Report:



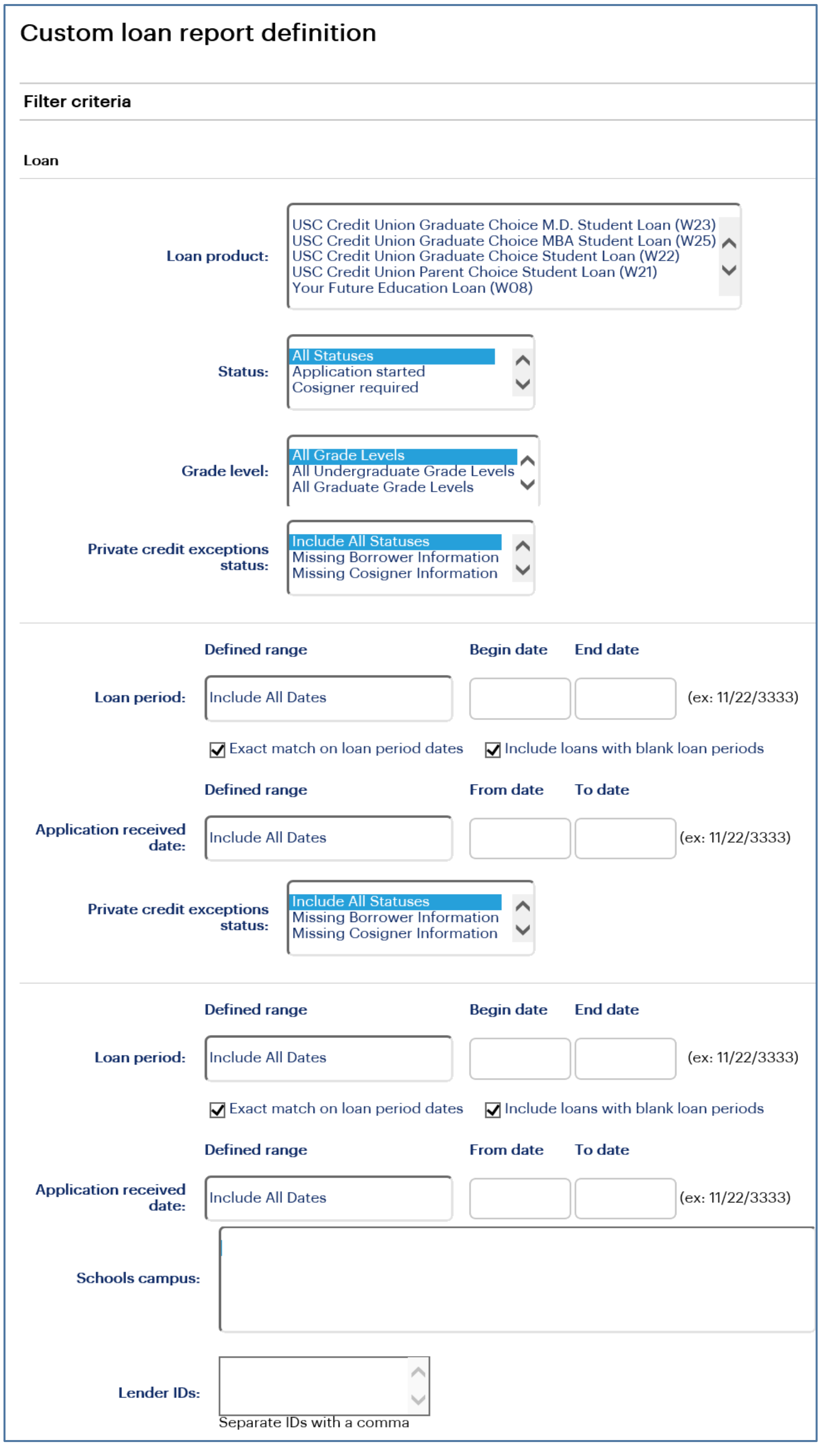
1. Locate the **Report Management** section of the Custom Report Management page
2. Select **Loans** or **Disbursements**.

   NOTE: Creation of a loan report is shown as the example for these instructions. The pages for a disbursement report will have the same functionality but will contain different fields.
3. Click the **Create** button.

   The Custom Loan Report Definition page displays.

(Continued on the next page)

4. Use the fields in the **Filter Criteria** section to define your report and choose a date range(s) upon which to query.
NOTE: You can select more than one item at a time by pressing the **Ctrl** key while making your selections.



Custom loan report definition

Filter criteria

Loan

Loan product: USC Credit Union Graduate Choice M.D. Student Loan (W23)
USC Credit Union Graduate Choice MBA Student Loan (W25)
USC Credit Union Graduate Choice Student Loan (W22)
USC Credit Union Parent Choice Student Loan (W21)
Your Future Education Loan (W08)

Status: All Statuses
Application started
Cosigner required

Grade level: All Grade Levels
All Undergraduate Grade Levels
All Graduate Grade Levels

Private credit exceptions status: Include All Statuses
Missing Borrower Information
Missing Cosigner Information

Defined range | Begin date | End date
Loan period: Include All Dates (ex: 11/22/3333)
Exact match on loan period dates
Include loans with blank loan periods

Defined range | From date | To date
Application received date: Include All Dates (ex: 11/22/3333)

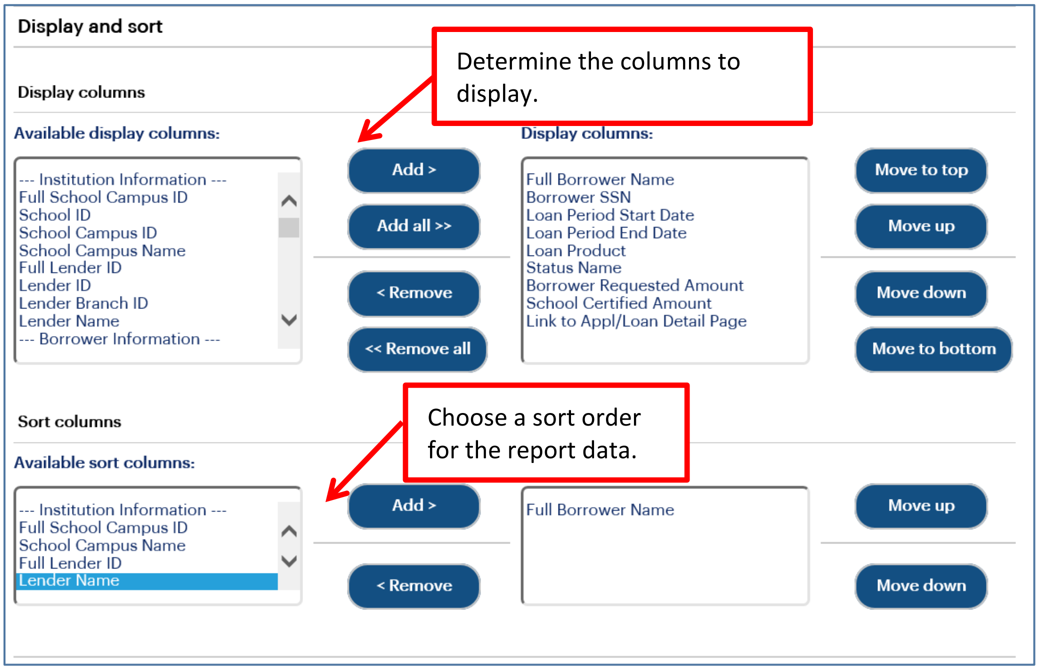
Private credit exceptions status: Include All Statuses
Missing Borrower Information
Missing Cosigner Information

Defined range | Begin date | End date
Loan period: Include All Dates (ex: 11/22/3333)
Exact match on loan period dates
Include loans with blank loan periods

Defined range | From date | To date
Application received date: Include All Dates (ex: 11/22/3333)

Schools campus:

Lender IDs:
Separate IDs with a comma



5. Scroll down to the **Display and Sort** section
6. Determine the columns (fields) to display in the report.
7. Use the **Sort Columns** section to choose a sort order.

8. If you want to save the report, enter a **Report Name** and **Report Description**.

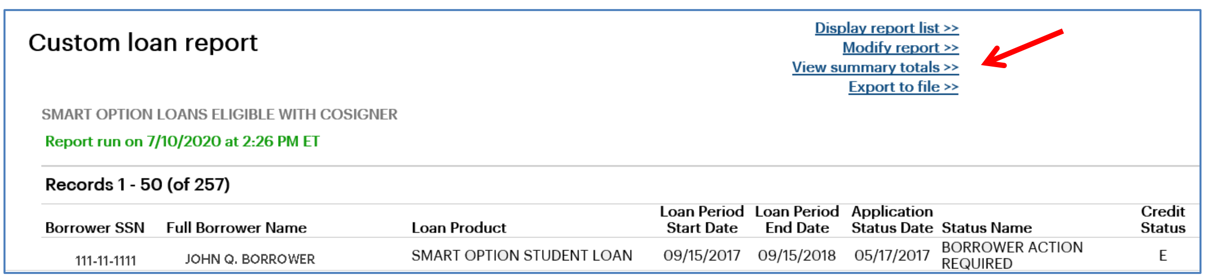
9. If you want to run the report offline and be notified when it is ready, enter your email address and select the **Send E-mail Notification When Report is Complete** check box. This feature allows you to run large reports offline and return to OpenNet to retrieve the results at a later time

(Continued on the next page)

10. Click the **Run** button.

    The report displays. The fields that display on the report vary depending on the custom options that were selected when creating the report.

    NOTE: The threshold for a Custom Report is 8,000 records. If your report exceeds this threshold, try narrowing your search or running the report offline.



On this page you can:

- Return to the Custom Report Management page via the **Display Report List** link.
- Return to the Custom Loan Report Definition page and revise the report criteria via the **Modify Report** link.
- View the Custom Loan Report Summary page via the **View Summary Totals** link.
- Export the report data to a file format of your choice via the **Export to File** link.

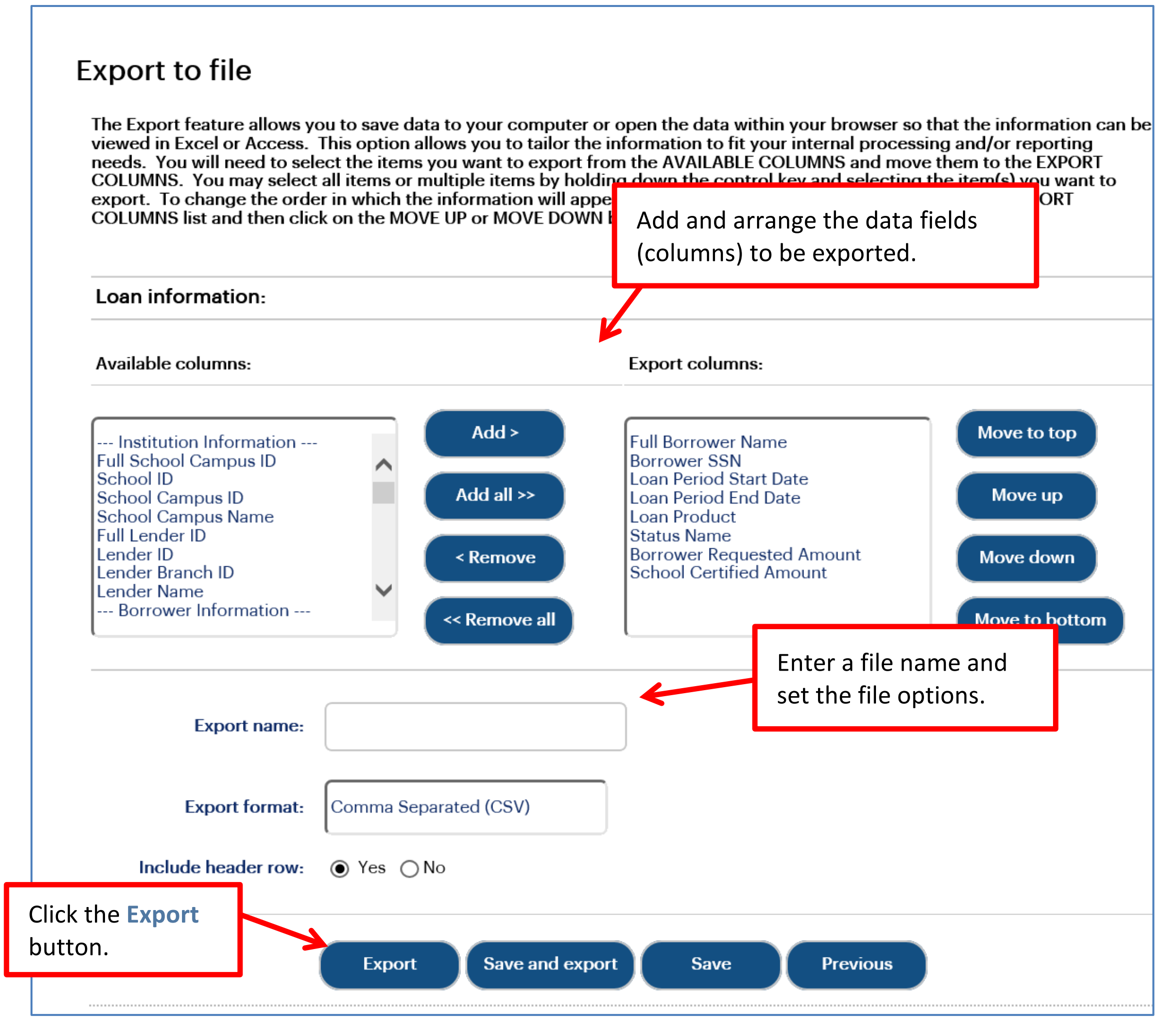
  NOTE: The offline report has a threshold of 25,000 records for the export function. If the report contains more than 25,000 records, the **Export** button will not display on the screen.

Exporting a Custom Report

How to export the custom report results:

1. Click the **Export to File** link on the Custom Loan Report or Custom Disbursement Report page.

   The Export to File page displays.



2. Add and arrange the data fields (columns) to be exported using the available functionality.
3. Enter a name for the file in the **Export Name** field.
4. Select the format of the exported file in the **Export Format** field.
5. Select whether you want header information to display on the exported file in the **Include Header Row** option.
6. Click the **Export** button.
7. Your browser displays a series of dialog boxes and prompts to let you view or save the file.

Available Pre-Defined Custom Reports

Pre-Defined Custom Reports - Loans:

- **All Loans Certified within this Calendar Year** – A report showing all loans certified during the current calendar year (January 1 through current date), regardless of loan and/or application status.
- **Approved Apps Awaiting Borrower or Cosigner Action** -Identifies all active, credit-approved applications for this calendar year which require additional action from the borrower or cosigner in order to progress the application.
- **Smart Option Loans Eligible with a Cosigner** – A report showing borrowers whose loans are not credit approved but may be eligible with a cosigner.

Pre-Defined Custom Reports - Disbursements:

- **Cancelled Disbursements for Applications Received within this Calendar Year** – A report showing all cancelled disbursements for applications received during the current calendar year (January 1 through current date).
- **Disbursements at Risk Due to Delinquency** – A report showing scheduled disbursements that are at risk of not being disbursed due to borrower repayment delinquency. Disbursements are not pended until the borrower is at least 30 days delinquent. This report will display any at risk disbursements for borrowers who are at least 2 weeks delinquent or more. Schools should work with these borrowers to resolve their delinquency as soon as possible.
- **Disbursements on Hold** – A report showing all active loans with a hold/release status of "Hold."
- **Pending Disbursements** – A report of records that are awaiting disbursement.

OpenNet® Web Loan Delivery

Originations User Reference Guide

Administration Quick References

Quick Reference: Maintain Users

User Maintenance Overview

User maintenance is an administrative feature that should be reviewed periodically to ensure that all information is accurate. Please review the list of users who have access to your school records and modify or delete the rights associated with each user as necessary. You can also use this function to reset a user's password.

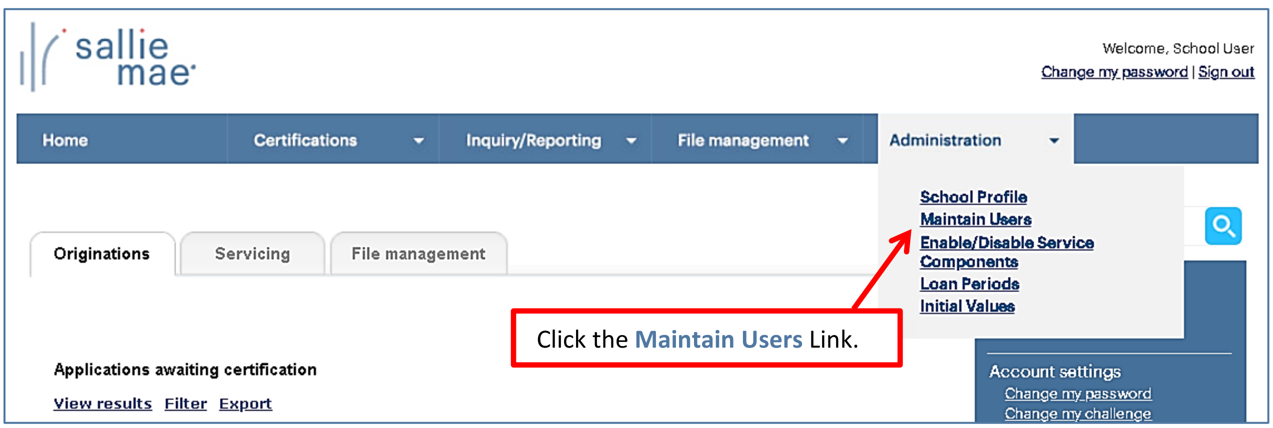
Do not create generic administrative or user accounts, such as "School User," for multiple individuals to share. Individual, unique user accounts should be created to mitigate security risks to your students' data.

NOTE: This function is available to School Administrator users and to School Users who have been granted User Maintenance rights.

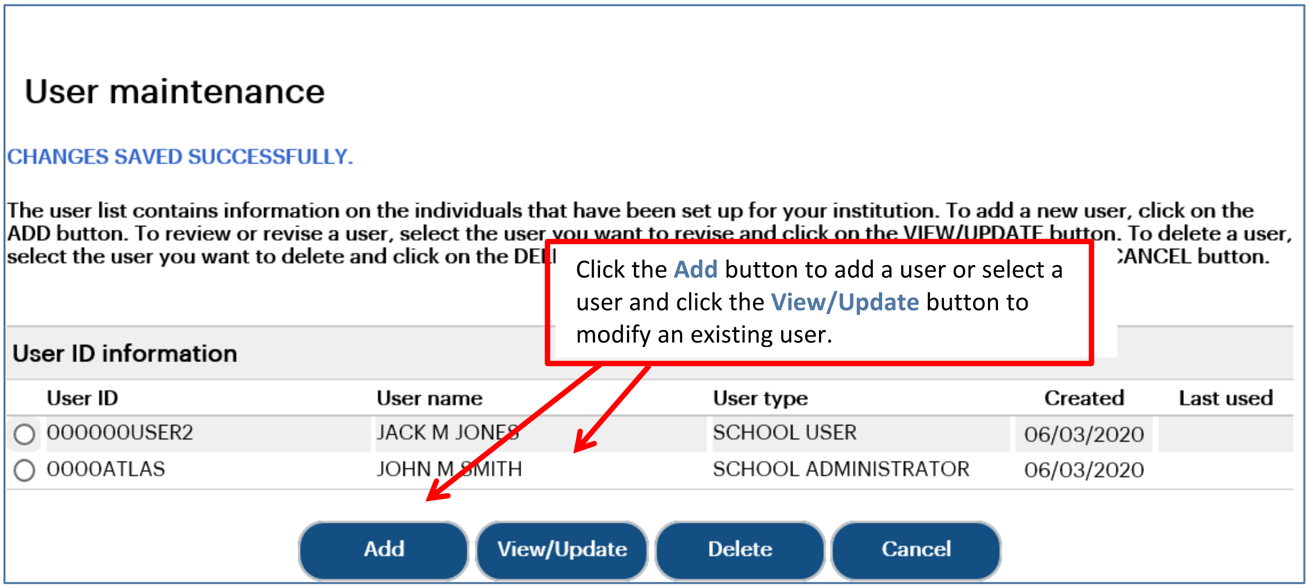
Maintain User Information

How to add or update user accounts:

1. Hover your cursor over the **Administration** option on the Menu Bar of any OpenNet® Web Loan Delivery page, and then click on **Maintain Users**.



The User Maintenance page displays.



Information for existing users is displayed on the page.

2. Click the **Add** button or select a user and click the **View/Update** button, depending on whether you are setting up a new user or modifying an existing user account.

   NOTE: You can also delete a user's account by clicking the **Delete** button.

   The Add User or View/Update User page displays. The two pages display the same fields and information.

(Continued on the next page)

Add User

The settings on this page are used to set up account information for a new user. Complete the fields on the page and then click on the SUBMIT button to add the user. The CANCEL button returns you to the previous page without saving any changes.

Need Help?
Training modules
User guides

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: 877-456-6221
Direct: 302-451-4912
Email Us

User information

Fields marked with an asterisk (*) are required.

User ID: *		Must be at least 6 alphanumeric characters.
Password: *		Must be 8 to 32 characters, alphanumeric and contain a number. Passwords are case sensitive.
First name: *		
Middle initial:		
Last name: *		
Telephone:		(ex: 123-456-7890)
Email address: *		(ex: jburton@university.edu)
Primary school ID:	000000-00	
Non-ED branch ID:		
Primary school name:		
User type: *	School User	By default School Administrators are granted all administration and user rights.

Web Loan Delivery School Access

The option to Share Access Across Schools allows user security rights associated to a primary institution to be utilized on other primary institutions that share the same 6-digit U.S. Department of Education ID. With shared access privileges, the user will be able to perform functions granted at their primary institution for another school only when the same component is enabled by that school.

☐ Share Access Across Schools

Web Loan Delivery administration rights

You may grant the user rights to perform the following special administration function for all campuses by selecting the check box below. The function allows the user access to update and modify components that your school campus has had enabled. This includes access to School Profile, Enable/Disable Service Components, and Loan Periods. To grant the user rights to perform User Maintenance or Loan Period Maintenance for specific campuses, see the Web Loan Delivery User Rights section below.

☐ Self-service setup activities

Web Loan Delivery user rights

Determine the service components for which the user will have access rights by completing the fields below.

Services	Components	campus	User rights
Applications / Certifications	Online School Certification	000000-00	☐
	View Loan Data		☐
	Change Loan Data		☐
Individual Inquiry	Servicing Data		No Access
	Pending Disbursement Query		No Access
Query And Reporting	Disbursement Rosters		☐
	Returned Funds Reports		☐
	Custom Reporting		☐
Servicing Information	Return Funds Manifest		☐
Administration	User Maintenance		☐
	Loan Period Maintenance		☐

Submit Cancel

3. Enter the required demographic information into the fields under the **User Information** section header.

NOTE: The password you enter for the user is only temporary. A new user will be prompted to change the temporary password when logging into OpenNet for the first time. An existing user for whom you have reset their password will need to log in and change the temporary password within 24 hours.

4. Set the appropriate access and user rights levels for the user. These options and levels determine the amount of control the user has within OpenNet.

   If your school has multiple branches set up in OpenNet, you can grant a user access to all schools that share the same 6-digit school code by selecting the **Share Access Across Schools** check box. This will allow the user to access information for multiple branches with one user ID/password.

   NOTE: Users with administrative access will still need to log into each campus separately to maintain profiles for the different branches.

   If the **Self-Service Setup Activities** check box is checked, the user will have partial administrative rights and be able to add/modify/view data in the following functions under the **Administration** option on the Menu Bar: School Profile, Enable/Disable Service Components, and Loan Periods.
5. Click the **Submit** button.

   You are returned to the User Maintenance page.
6. Repeat as needed until all user accounts have been added or updated as needed.

   The User Maintenance process is complete.

Service Components Overview

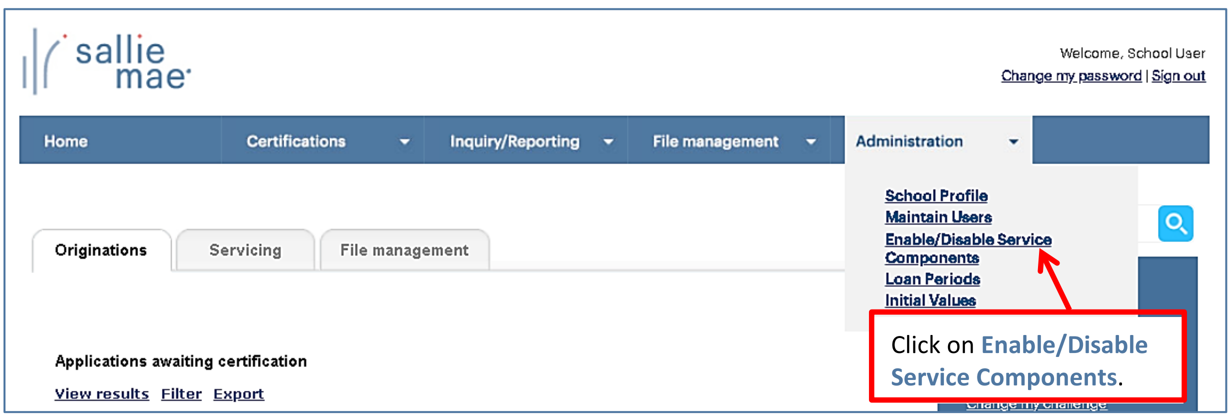
The Service Components page indicates a school's participation status in each of the service components offered in OpenNet®, and allows you to request a change to a service component's status.

NOTE: This function is available only to School Administrator users and to users who have been granted partial Administrative rights.

Enable/Disable Service Components

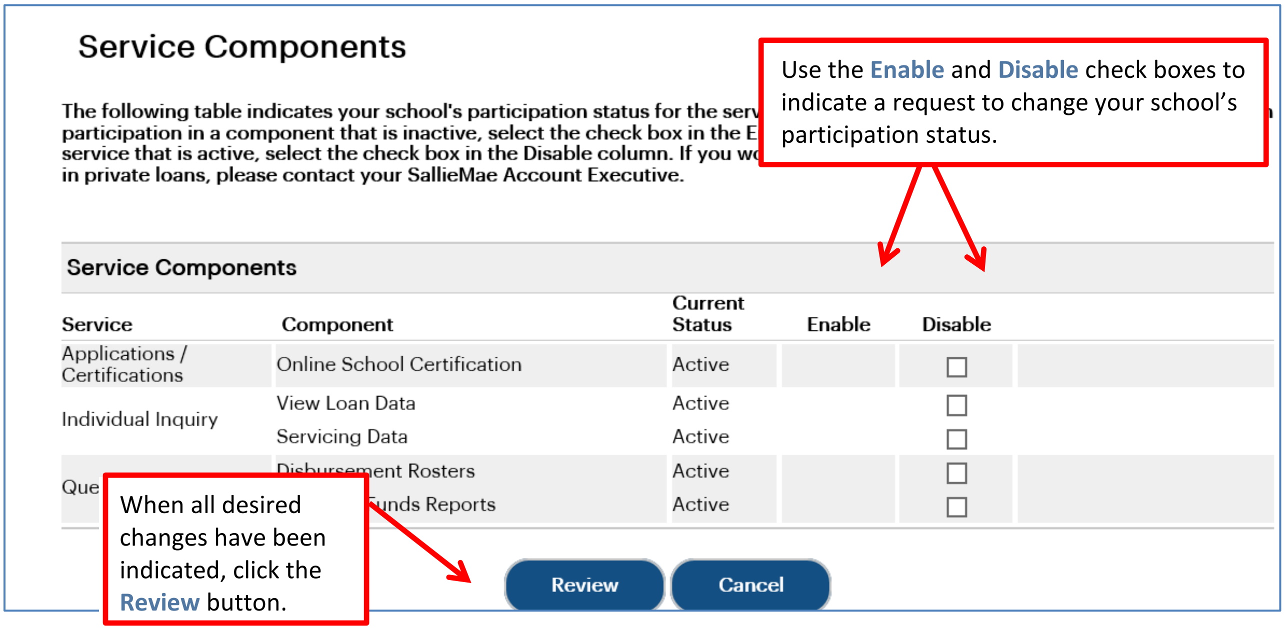
How to enable or disable a service component:

1. Hover your cursor over the **Administration** option on the Menu Bar of any OpenNet Web Loan Delivery page, and then click on **Enable/Disable Service Components**.



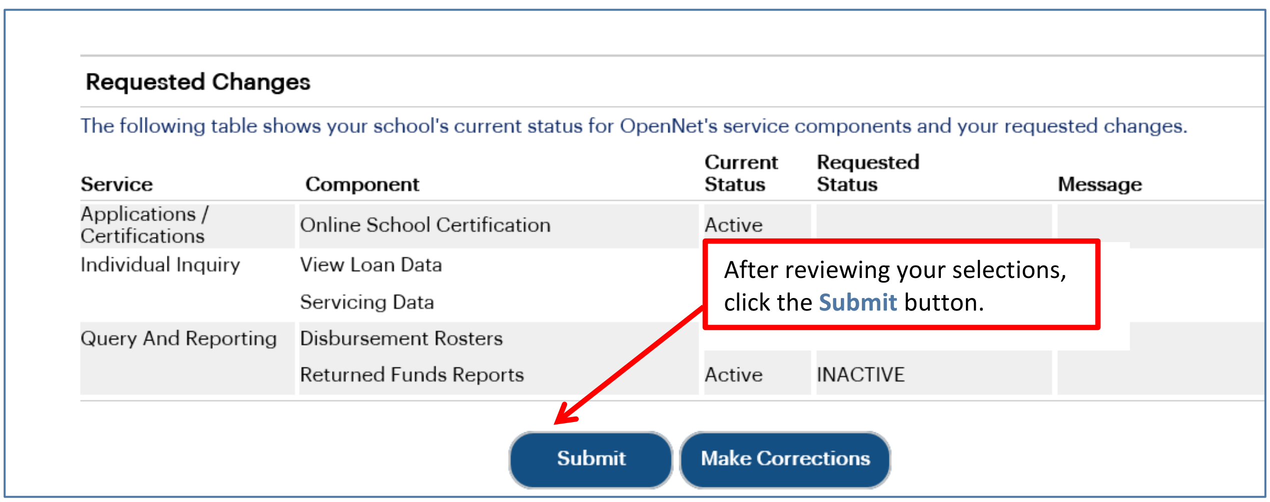
The Service Components page displays.

(Continued on the next page)



2. To begin participation in a component that is not currently active for your school, click the corresponding **Enable** check box. If you want to cancel participation in a component that is active for your school, click the corresponding **Disable** check box.
3. Click the **Review** button.

   The Service Components Review page displays, prompting you to review your selections.



(Continued on the next page)

4. If there is information in the **Message** section, print the page and follow the instructions to complete any related activities.
5. Click the **Submit** button.

   The Enable/Disable Service Components process is complete.

   NOTE: Many service components require additional setup activities to be done by Sallie Mae® before they can be enabled or disabled for your school. The status of the service component will display as "In Process" until those activities have been completed.

Loan Periods Overview

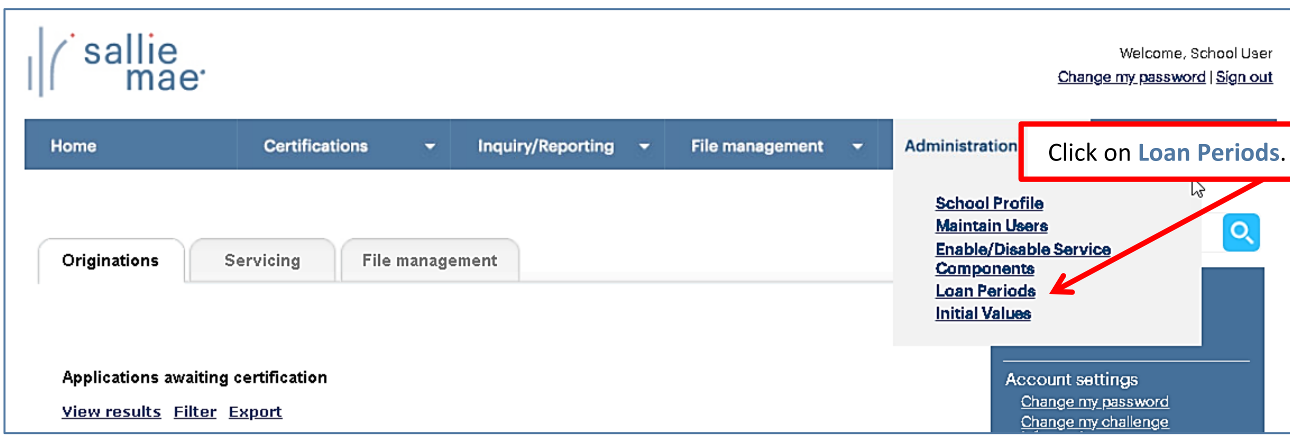
Your school can specify custom loan period definitions that will be available to borrowers when creating or completing a private loan application on the Web.

NOTE: This function is available only to School Administrator users and to users who have been granted partial Administrative rights.

Maintain Loan Periods

How to maintain your school's loan periods:

1. Hover your cursor over the **Administration** option on the Menu Bar of any OpenNet® Web Loan Delivery page, and then click on **Loan Periods**.



The Loan Period Maintenance page displays.

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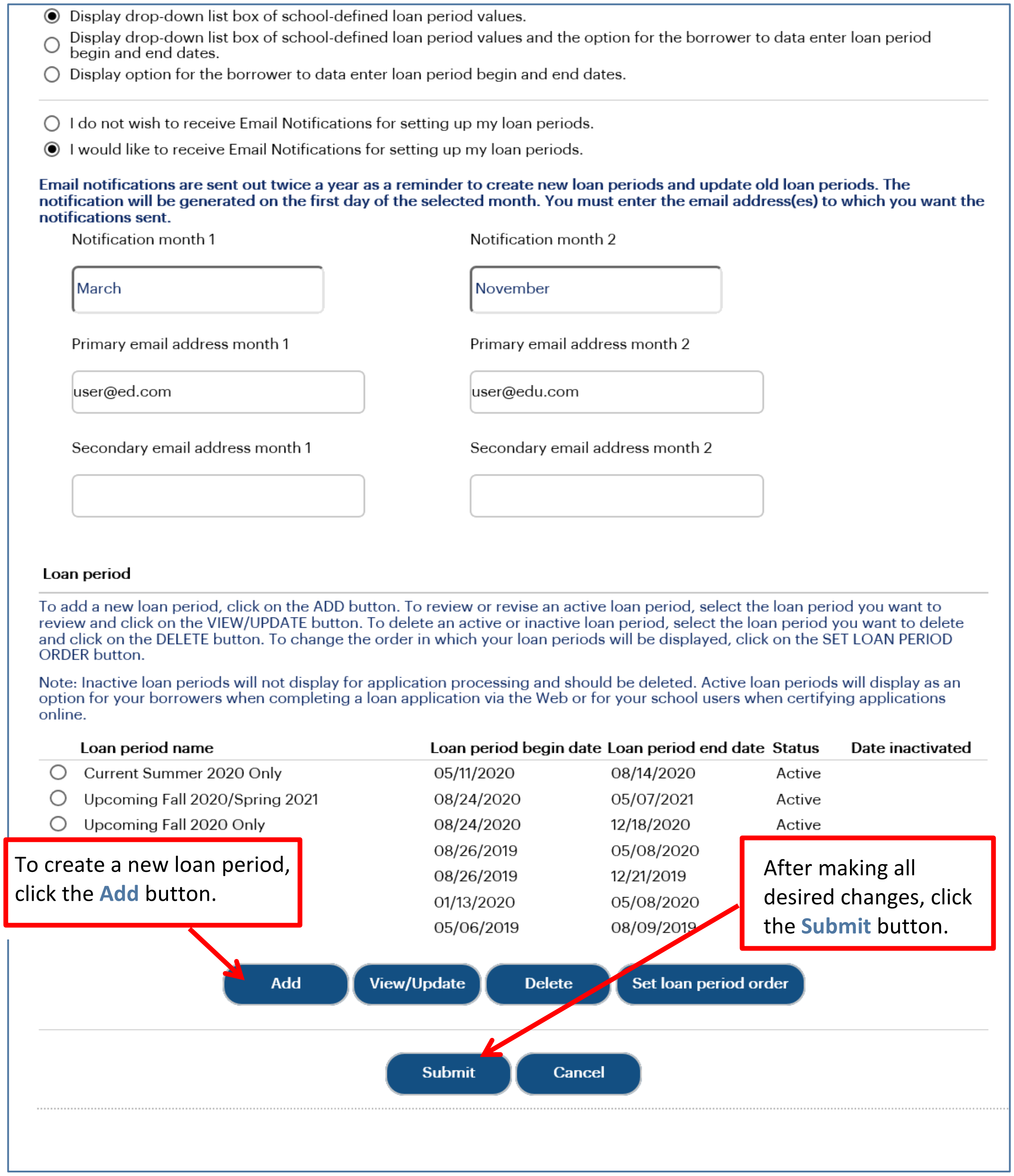


- (selected) Display drop-down list box of school-defined loan period values.
- Display drop-down list box of school-defined loan period values and the option for the borrower to data enter loan period begin and end dates.
- Display option for the borrower to data enter loan period begin and end dates.

- I do not wish to receive Email Notifications for setting up my loan periods.
- (selected) I would like to receive Email Notifications for setting up my loan periods.

Email notifications are sent out twice a year as a reminder to create new loan periods and update old loan periods. The notification will be generated on the first day of the selected month. You must enter the email address(es) to which you want the notifications sent.

Notification month 1: March
Notification month 2: November

Primary email address month 1: user@ed.com
Primary email address month 2: user@edu.com

Secondary email address month 1
Secondary email address month 2

Loan period

To add a new loan period, click on the ADD button. To review or revise an active loan period, select the loan period you want to review and click on the VIEW/UPDATE button. To delete an active or inactive loan period, select the loan period you want to delete and click on the DELETE button. To change the order in which your loan periods will be displayed, click on the SET LOAN PERIOD ORDER button.

Note: Inactive loan periods will not display for application processing and should be deleted. Active loan periods will display as an option for your borrowers when completing a loan application via the Web or for your school users when certifying applications online.

Loan period name	Loan period begin date	Loan period end date	Status	Date inactivated
Current Summer 2020 Only	05/11/2020	08/14/2020	Active	
Upcoming Fall 2020/Spring 2021	08/24/2020	05/07/2021	Active	
Upcoming Fall 2020 Only	08/24/2020	12/18/2020	Active	
	08/26/2019	05/08/2020		
	08/26/2019	12/21/2019		
	01/13/2020	05/08/2020		
	05/06/2019	08/09/2019		

To create a new loan period, click the **Add** button.

After making all desired changes, click the **Submit** button.

Add | View/Update | Delete | Set loan period order

Submit | Cancel

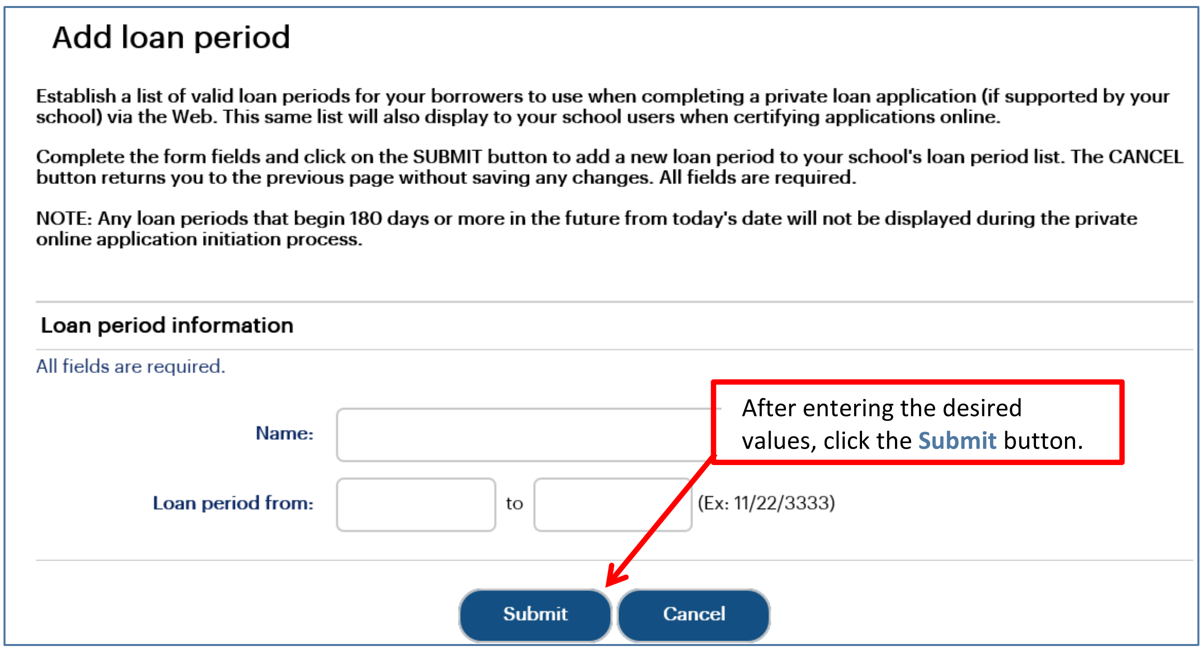
You can perform the following functions to set up the available loan periods using the correspondingly named buttons:

Add	Create a new loan period
View/Update	View and/or update the information for an existing loan period
Delete	Delete an existing loan period
Set Loan Period Order	Set the order in which loan periods appear to borrowers in the borrower loan application flow

2. Determine how you want your borrowers to complete loan period information on their applications.

   Options include:
   - Providing a drop-down list of school-defined loan period values for borrowers to choose from.
   - Providing a drop-down list of school-defined loan period values for borrowers to choose from and providing the borrowers with fields to enter their own loan period begin and end dates.
   - Providing the borrowers with fields to enter their own loan period begin and end dates.

3. Determine if you would like to receive emails from Sallie Mae® to remind you to review and update your school's custom loan periods and specify which two months you want to receive them. You may enter up to two email addresses for each of the months. If you do not select specific months, the default months will be March and November. If you do not provide an email address, notifications will be sent to the first School Administrator user on your school's user list



4. To define a new loan period, click the **Add** button.

   The Add Loan Period page displays.

5. Enter a **Name** for the loan period and the **From** and **To** dates.
6. Click the **Submit** button.

   You are returned to the Loan Period Maintenance page.
7. Repeat as needed until the loan period list has been set to your specifications.
8. Click the **Submit** button to save the updated list of loan periods.

   The Loan Period Maintenance process is complete.

Initial Values Overview

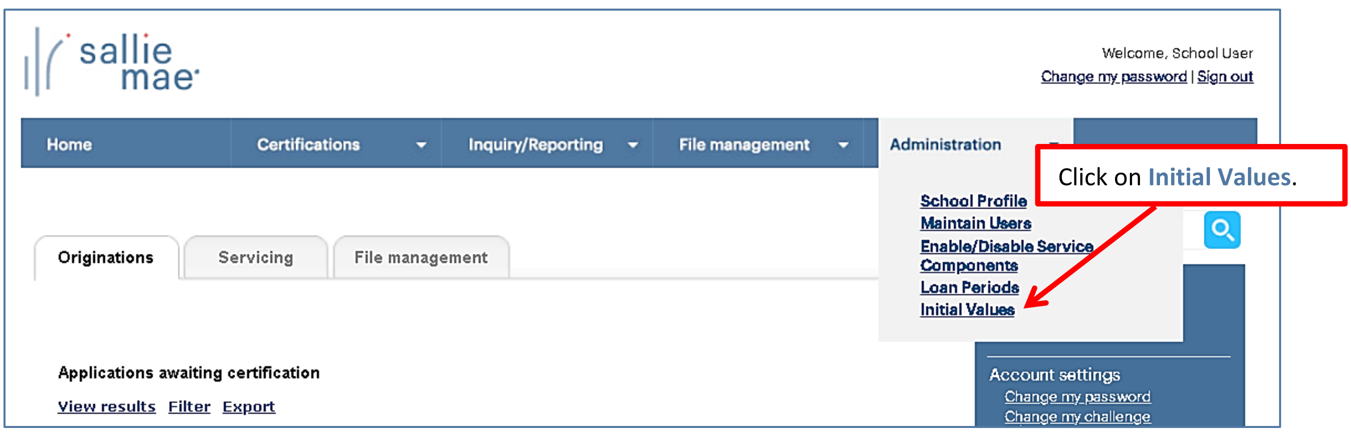
The initial values function allows you to create common data sets (initial values) that may be used to pre-populate certain data fields on Sallie Mae® private loan certifications performed on the Web by your school users.

NOTE: This function is available only to School Administrator users and to users who have been granted partial Administrative rights.

Maintain Initial Values Sets

How to maintain your school's initial values:

1. Hover your cursor over the **Administration** option on the Menu Bar of any OpenNet® Web Loan Delivery page, and then click on **Initial Values**.



The Initial Value Maintenance page displays.

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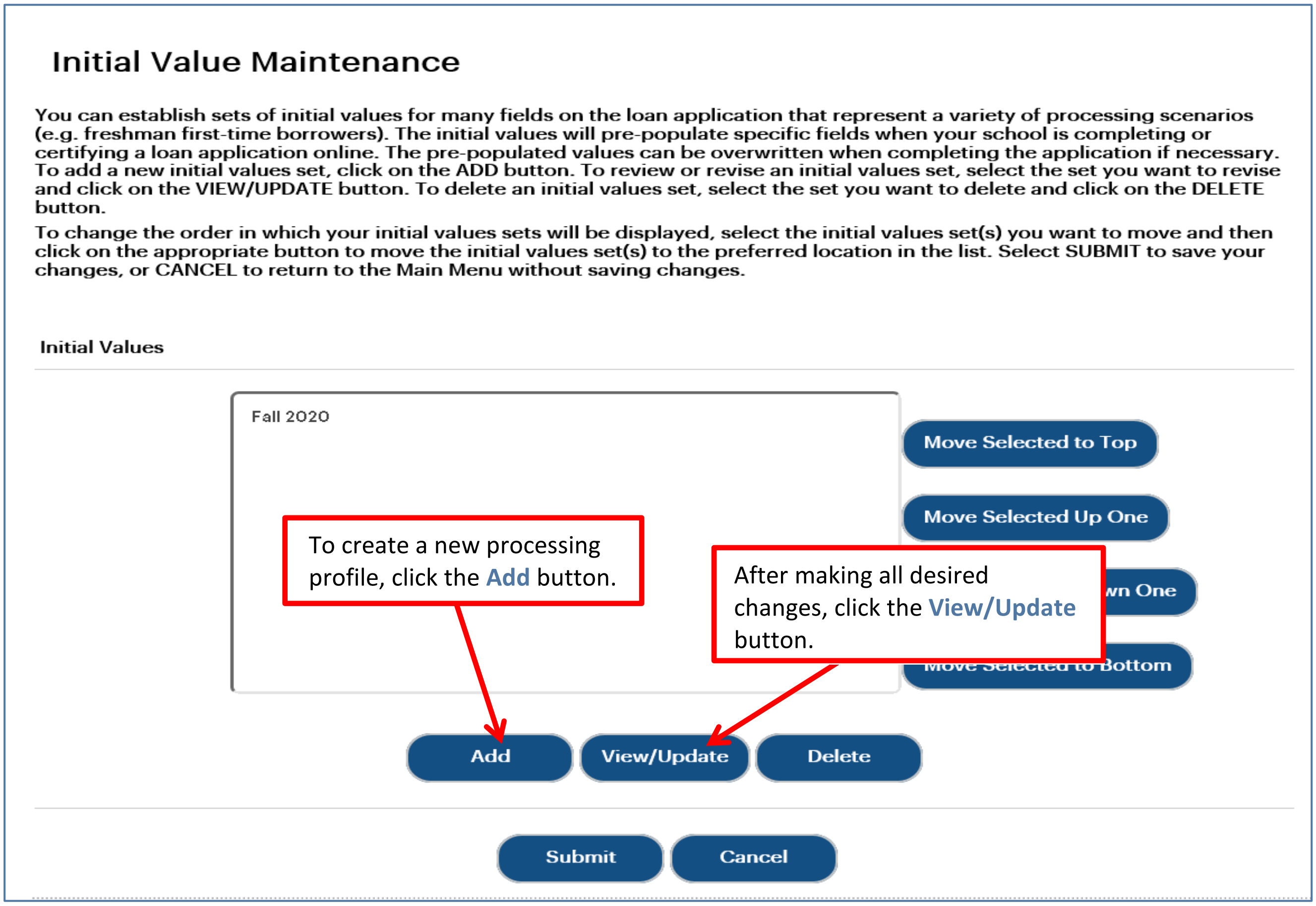

You can perform the following functions to set up the available initial value sets using the correspondingly named buttons:

Add	Create a new processing profile
View/Update	View and/or update the information for existing processing profiles/values
Delete	Delete an existing processing profile
Move Selected . . .	Move the corresponding processing profile/value up or down in display order

2. To create a new processing profile, click the **Add** button.

   The Add Initial Values page displays.

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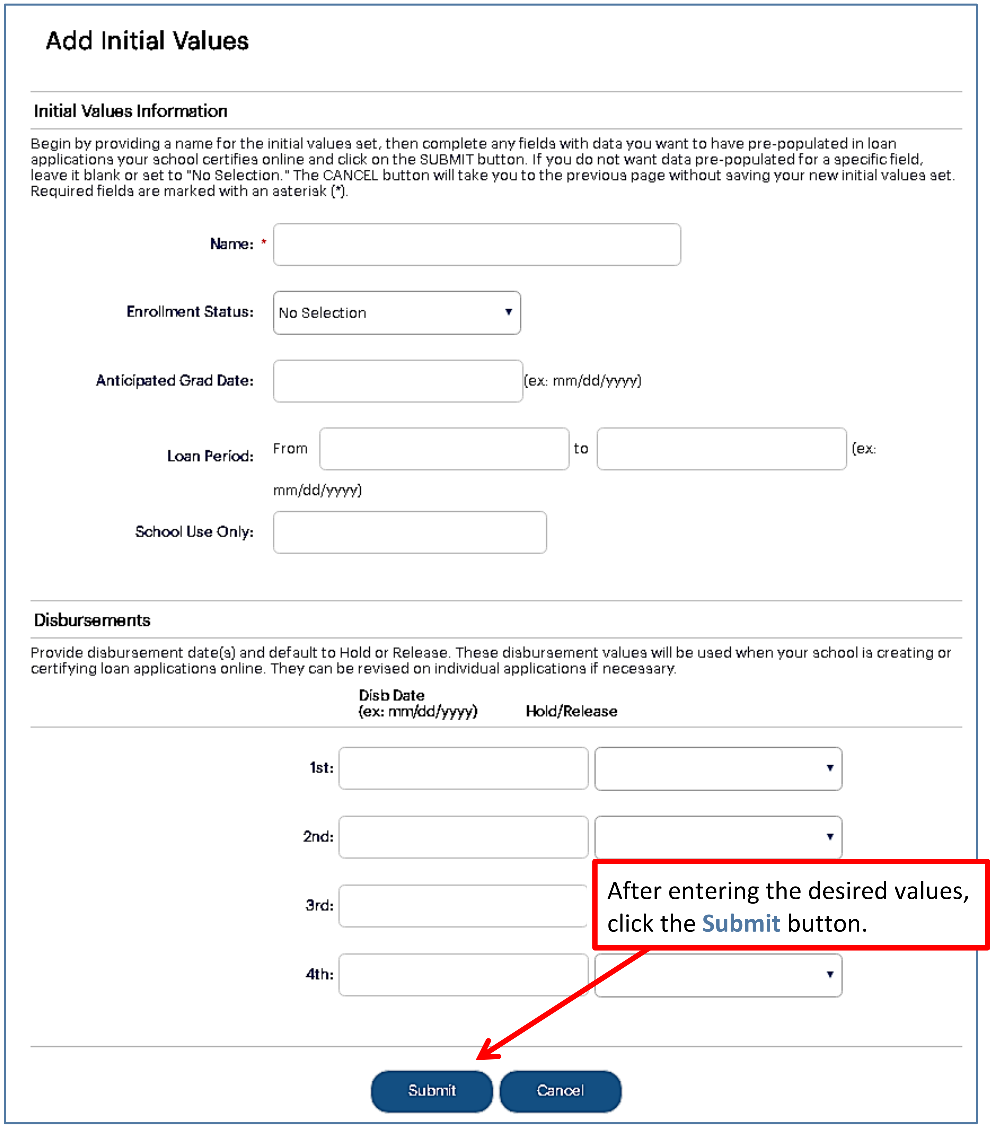

3. Enter a **Name** for the profile.

   NOTE: For the **Name** field, use a name that is easily identifiable on the school online certification pages.

4. Enter the desired values for the remaining options in the **Initial Values Information** and **Disbursements** sections of the page.
5. Click the **Submit** button.

   You are returned to the Initial Value Maintenance page.

6. Repeat until all profiles have been added or modified to your specifications.
7. Click the **Submit** button to save the updated list of processing profiles.

   The Initial Value Maintenance process is complete.