

OpenNet[®] Web Loan DeliverySM

Servicing User Reference Guide

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OpenNet[®] Web Loan DeliverySM

Servicing User Reference Guide

Getting Started Quick References

OpenNet WLD Login Overview

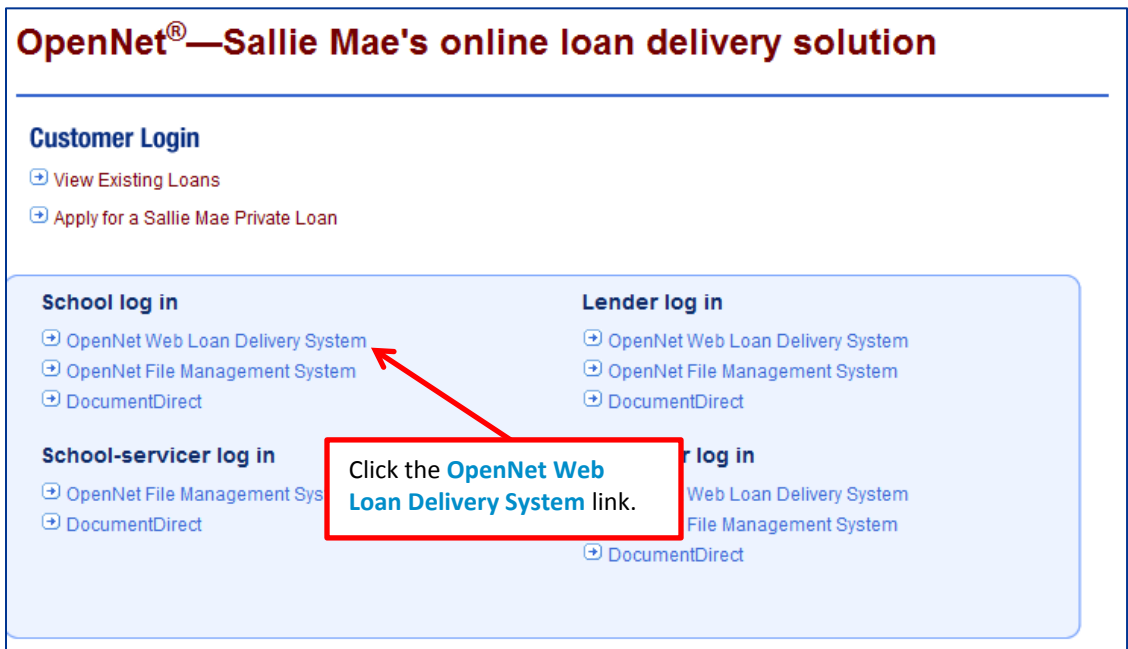
In order to access the OpenNet Web Loan DeliverySM system, you must first log in. From the Log-In page, you can:

- 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.



The OpenNet Log-In page displays.

(Continued on the next page)

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.

The Reset Account page displays.

(Continued on the next page)

RESET ACCOUNT

Your account needs to be reset. Please complete the fields below and click on the **SUBMIT** button to reset your account. The **CANCEL** button returns you to the previous page without making any changes.

Log-in Information

All fields are required.

New Password:

Your password must be 8-32 characters long and contain at least one letter and one number. You may use any alphanumeric or special character that can be directly typed from a standard keyboard except the following: < > () { } &. Please be aware that passwords are case-sensitive.

Confirm New Password:

Re-enter your password to confirm.

*** Telephone:** () - Ext.

I have a non-U.S. phone number (not required)

Challenge Information

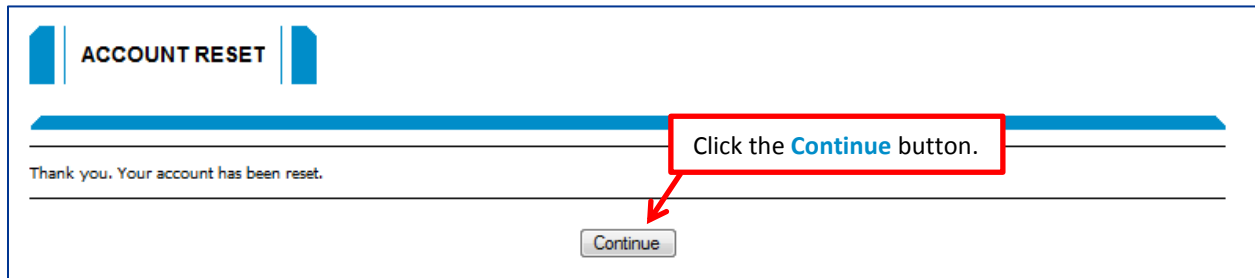
The questions below will be used to reset your account. Please select 5 different questions and provide the answers. Your answers must be 3-30 characters long. All fields are required.

| Question | Answer |
|---|----------------------|
| Please select challenge question 1 <input style="width: 90%; border: none; background: none;" type="text"/> | <input type="text"/> |
| Please select challenge question 2 <input style="width: 90%; border: none; background: none;" type="text"/> | <input type="text"/> |
| Please select challenge question 3 <input style="width: 90%; border: none; background: none;" type="text"/> | <input type="text"/> |
| Please select challenge question 4 <input style="width: 90%; border: none; background: none;" type="text"/> | <input type="text"/> |
| Please select challenge question 5 <input style="width: 90%; border: none; background: none;" type="text"/> | <input type="text"/> |

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.

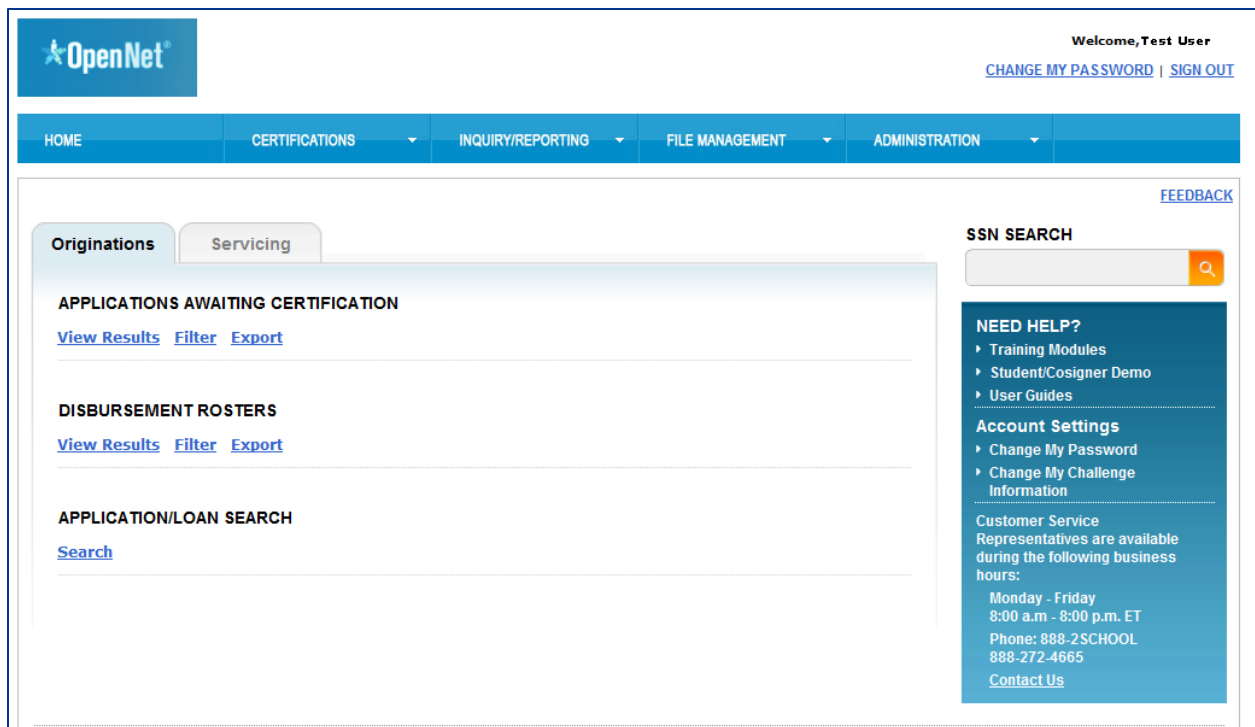
(Continued on the next page)

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



9. Click the **Continue** button.

The OpenNet School Home Page displays.



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.

(Continued on the next page)

The screenshot shows the OpenNet WLD login interface. At the top right is a [FEEDBACK](#) link. Below the logo is a 'LOG-IN' header. The main form contains two input fields: 'User ID:' and 'Password:'. To the right of these fields is a section titled 'Forgot user ID and/or password?' with instructions: 'Please choose the option below and then click on the Continue button.' There are two radio button options: 'Forgot user ID' (selected) and 'Forgot password'. At the bottom of the form are two buttons: 'Log In' and 'Continue'. Three red boxes with arrows point to the 'User ID' field (labeled 'Type your user ID.'), the 'Password' field (labeled 'Type your password.'), and the 'Log In' button (labeled 'Click the Log In button.').

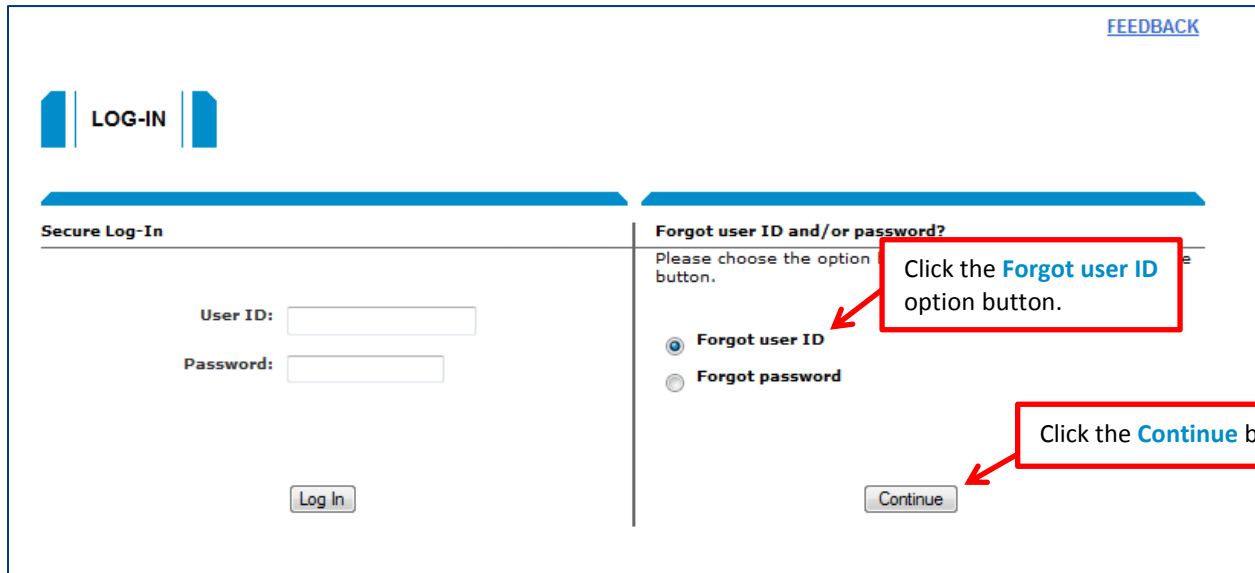
3. Type your user ID and password and then click on the **Log In** button.
The OpenNet School Home Page displays.

The screenshot shows the OpenNet School Home Page. At the top left is the OpenNet logo. At the top right, it says 'Welcome, Test User' with links for [CHANGE MY PASSWORD](#) and [SIGN OUT](#). Below this is a navigation bar with tabs: HOME, CERTIFICATIONS, INQUIRY/REPORTING, FILE MANAGEMENT, and ADMINISTRATION. A [FEEDBACK](#) link is in the top right corner. The main content area has two tabs: 'Originations' (selected) and 'Servicing'. Under 'Originations', there are three sections: 'APPLICATIONS AWAITING CERTIFICATION' with links for 'View Results', 'Filter', and 'Export'; 'DISBURSEMENT ROSTERS' with links for 'View Results', 'Filter', and 'Export'; and 'APPLICATION/LOAN SEARCH' with a 'Search' link. On the right side, there is an 'SSN SEARCH' box with a search icon. Below that is a 'NEED HELP?' section with links for 'Training Modules', 'Student/Cosigner Demo', and 'User Guides'. Underneath is an 'Account Settings' section with links for 'Change My Password' and 'Change My Challenge Information'. At the bottom of the sidebar is a 'Customer Service' section with text: 'Representatives are available during the following business hours: Monday - Friday 8:00 a.m - 8:00 p.m. ET Phone: 888-2SCHOOL 888-272-4665' and a 'Contact Us' link.

Forgot User ID

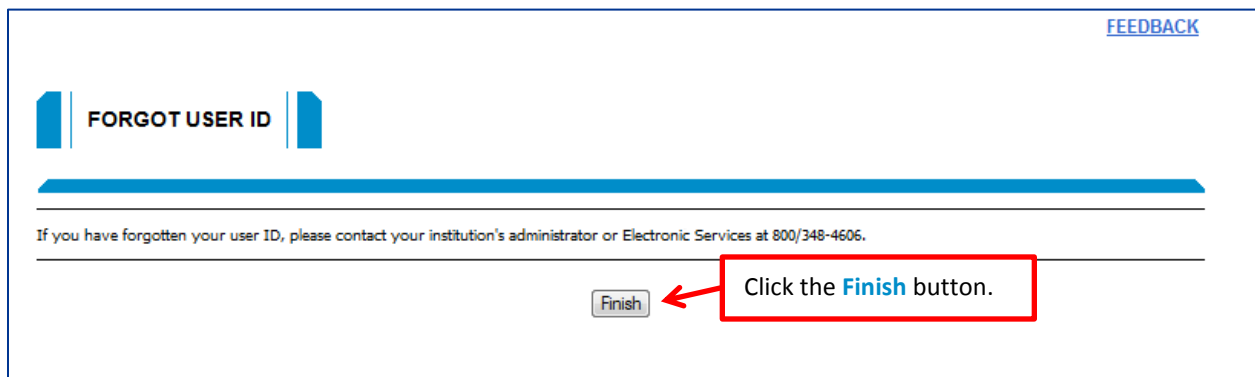
How to obtain your user ID:

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.

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.

(Continued on the next page)

3. Type your user ID and email Address.
 4. Click the **Submit** button.
- The Answer Challenge Questions page displays.

ANSWER CHALLENGE QUESTIONS

To protect the security of your account, you will need to answer the questions below before entering this website.

| Question | Answer |
|---|--|
| What was your first job (Company Name no abbreviations)? | <input style="width: 90%;" type="text"/> |
| What is the last name of your favorite gradeschool teacher? | <input style="width: 90%;" type="text"/> |

Type the answers to the questions.

Click the **Submit** button.

5. Answer the challenge questions.
 6. Click the **Submit** button.
- The Forgot Password Information page displays.

FORGOT PASSWORD

Thank you. A temporary password has been sent to the email address on record.

Important: This temporary password will expire in 24 hours.

When you log in with your temporary password, you'll be prompted to change your password. Please wait a few minutes to check your email.

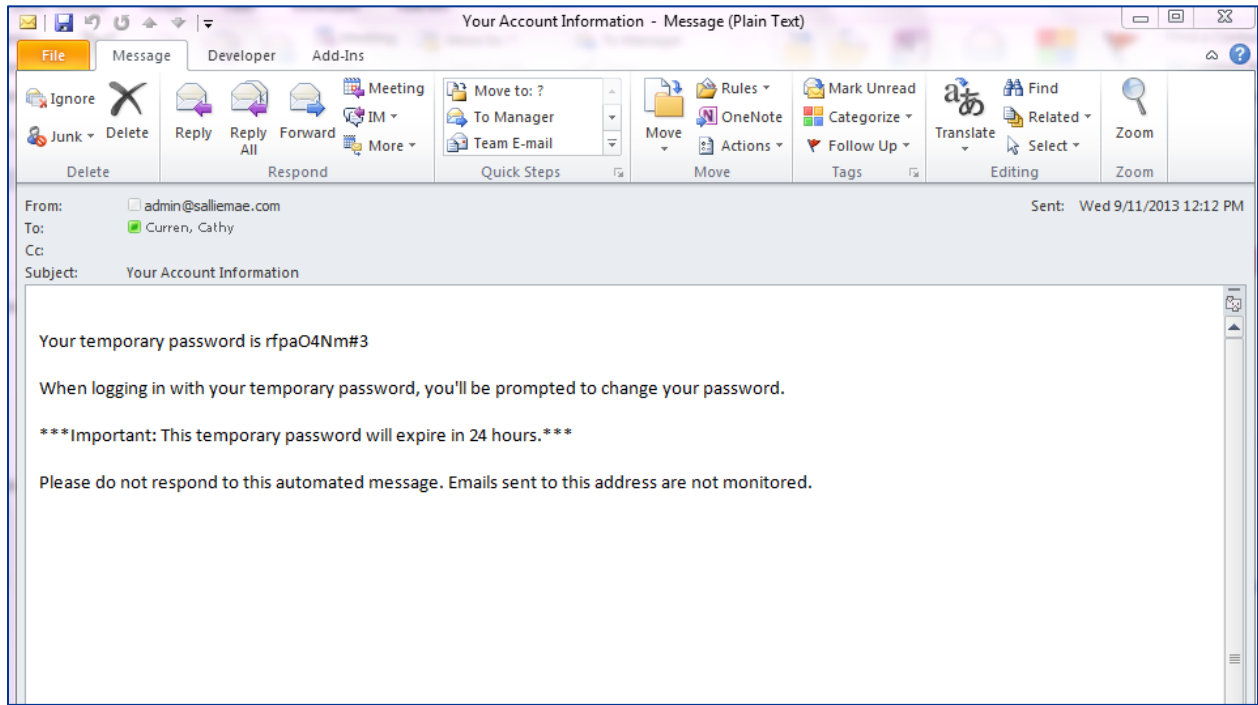
[Log in using your temporary password.](#)

Note: Please note that the message will come from admin@salliemae.com. If you do not receive it, please look in your spam or junk mail folder. Some spam blockers have to be set to allow incoming messages from admin@salliemae.com to be placed in your inbox. Instructions on how to add us can be found [here](#).

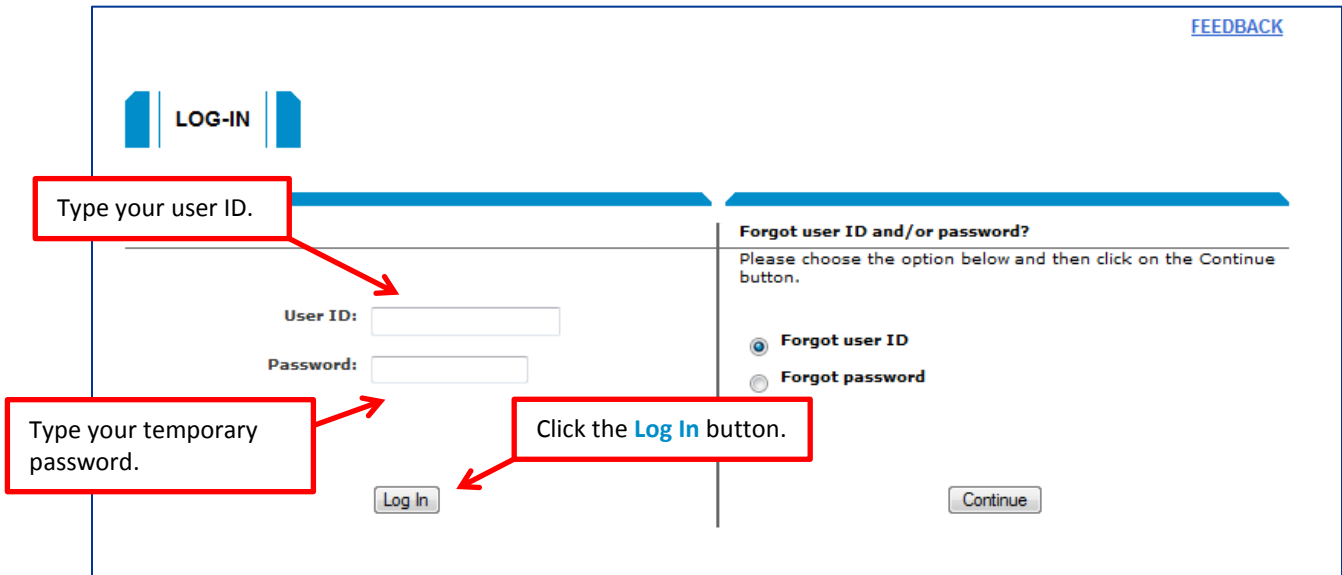
A temporary password that will let you log in and reset your account is emailed to you.

NOTE: The temporary password expires in 24 hours.

(Continued on the next page)



7. Return to the Log In page.



8. Type your user ID and temporary password.

9. Click the **Log In** button.

The Reset Account page displays.

(Continued on the next page)

RESET ACCOUNT

Your account needs to be reset. Please complete the fields below and click on the **SUBMIT** button to reset your account. The **CANCEL** button returns you to the login screen without saving any changes.

Type a new password.

Log-in Information

All fields are required.

New Password:

Type the new password again.

Confirm New Password:

Your password must be 8-32 characters long and contain at least one letter and one number. You may use any alphanumeric or special character that can be directly typed from a standard keyboard except the following: < > () { } &. Please be aware that passwords are case-sensitive.

Re-enter your password to confirm.

*** Telephone:** (317) 999 - 9999 Ext.

I have a non-U.S. phone number (not required)

Challenge Information

Please select five challenge questions used to reset your password online or to confirm your identity if you need to reset your password. You must select five questions and provide answers for each that you can easily remember. You must answer all questions.

All fields are required.

| Question | Answer |
|--|---|
| <input style="width: 100%; border: none;" type="text" value="Please select challenge question 1"/> | <input style="width: 100%;" type="text"/> |
| <input style="width: 100%; border: none;" type="text" value="Please select challenge question 2"/> | <input style="width: 100%;" type="text"/> |
| <input style="width: 100%; border: none;" type="text" value="Please select challenge question 3"/> | <input style="width: 100%;" type="text"/> |
| <input style="width: 100%; border: none;" type="text" value="Please select challenge question 4"/> | <input style="width: 100%;" type="text"/> |
| <input style="width: 100%; border: none;" type="text" value="Please select challenge question 5"/> | <input style="width: 100%;" type="text"/> |

Click the **Submit** button.

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.

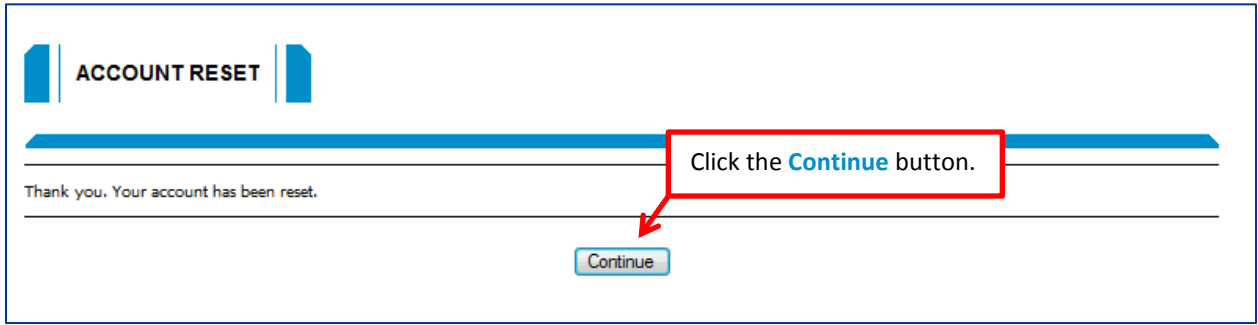
An Account Reset confirmation page displays, verifying that your account has been successfully reset.

(Continued on the next page)

Need assistance? Contact Electronic Services: (800) 348-4606

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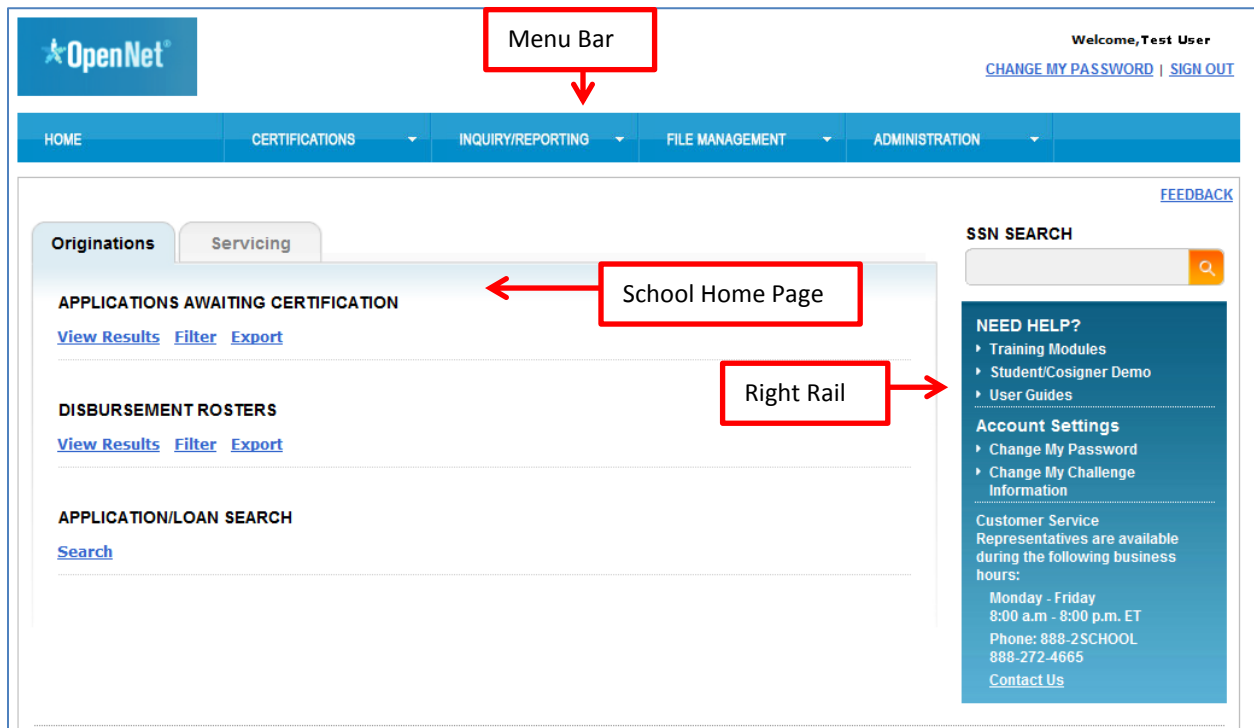
14. Click the **Continue** button.

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 DeliverySM 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.



School Home Page

Features of the School Home Page:

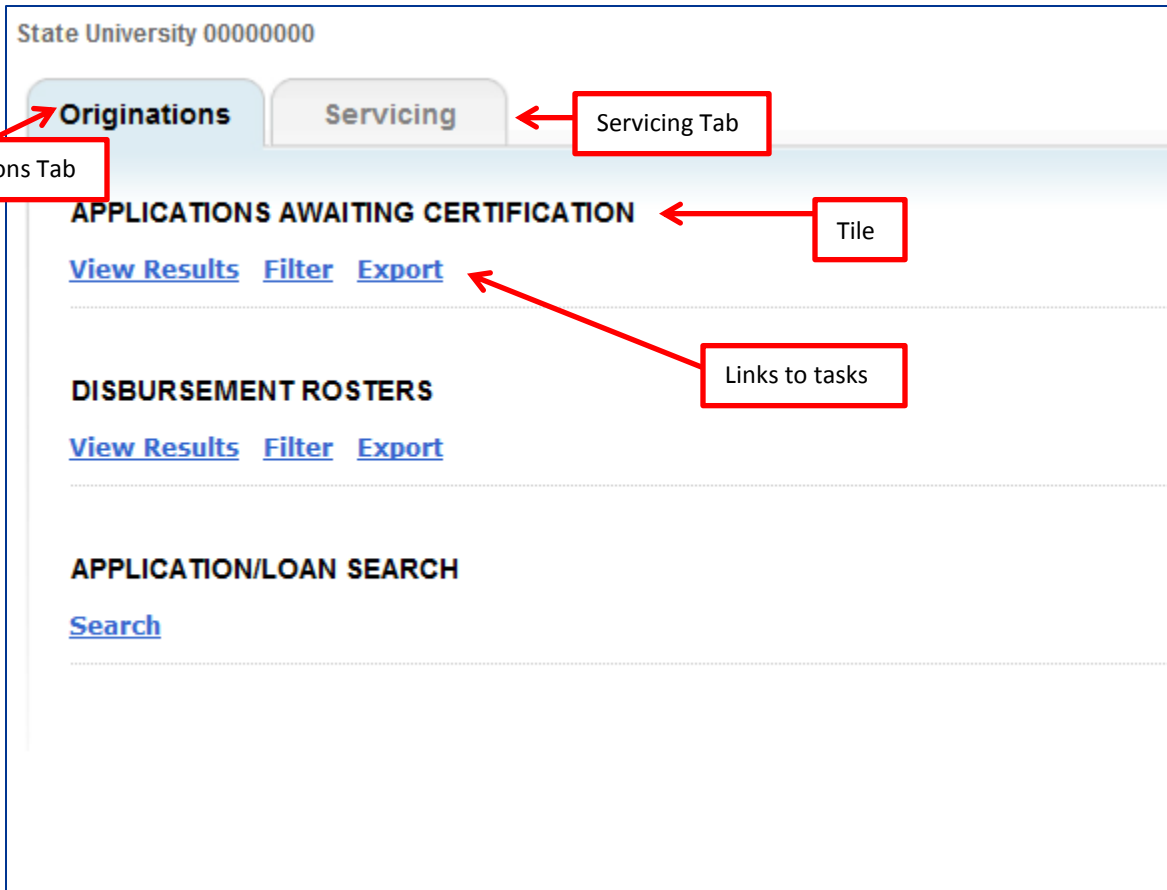
The OpenNet School Home Page has two main features:

- Tabs for Originations or Servicing based tasks and activities.

(Continued on the next page)

- 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.

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 follow options:

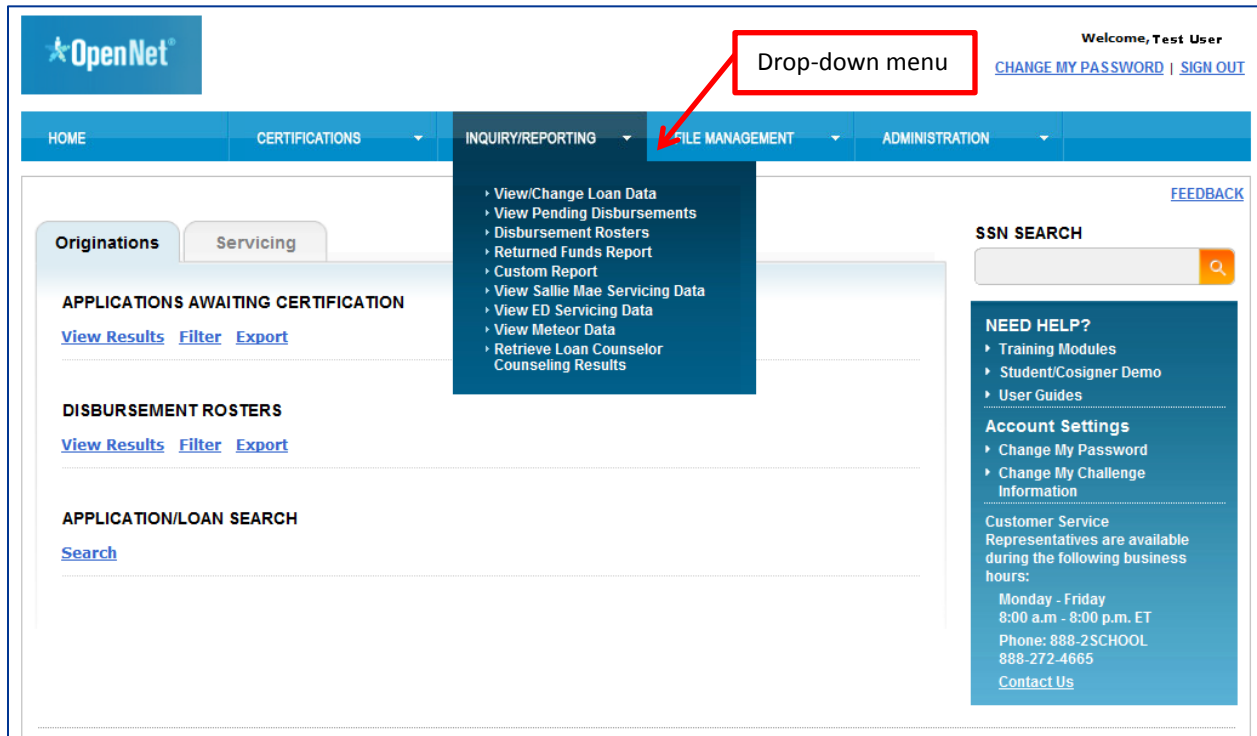
- **Home** – Navigates to the School Home Page.
- **Certifications** – Navigates to the Applications Awaiting Certification function.
- **Inquiry/Reporting** – Navigates to pages that allow you to view and/or change loan and disbursement data and to perform reporting functions.
- **File Management** – Navigates to the OpenNet File Management SystemSM (FMS) and to other file submission features.
- **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.

(Continued on the next page)



2. Click the link for the option you want.
You will be directed to the appropriate page to perform the selected task.

Right Rail

Features of the Right Rail:

The Right Rail displays on the right-hand side of every page in OpenNet. The Right Rail contains links to useful information and tasks.

The screenshot shows a vertical menu titled "SSN SEARCH" at the top. Below the title is a search input field with a magnifying glass icon. The menu is divided into sections: "NEED HELP?" with sub-links for Training Modules, Student/Cosigner Demo, and User Guides; "Account Settings" with sub-links for Change My Password and Change My Challenge Information; and "Customer Service" which includes business hours and contact information. Red callout boxes with arrows point to these sections: "Perform an SSN search." points to the search field; "Links to updating your login information" points to the Account Settings section; "Links to reference and training materials" points to the NEED HELP? section; and "Customer Service contact information" points to the Customer Service section.

The Right Rail contains the following links and information:

- **SSN Search** – Allows you to perform a quick search for a borrower by Social Security Number.
- **Need Help?** – Provides links to the OpenNet Training Modules pages, the consumer application process demonstration video, and the OpenNet Web Loan Delivery Reference Guide.
- **Account Settings** – Provides links to updating your login information, including changing your password and changing your challenge questions and answers.

(Continued on the next page)

- **Customer Service** – Provides information for contacting the OpenNet customer service department. The **Contact Us** link automatically generates a pre-addressed email to Customer Service.

How to use the Right Rail:

1. Click the link for the topic you want.
You will be directed to the associated page or item.

OpenNet WLD Account Security Overview

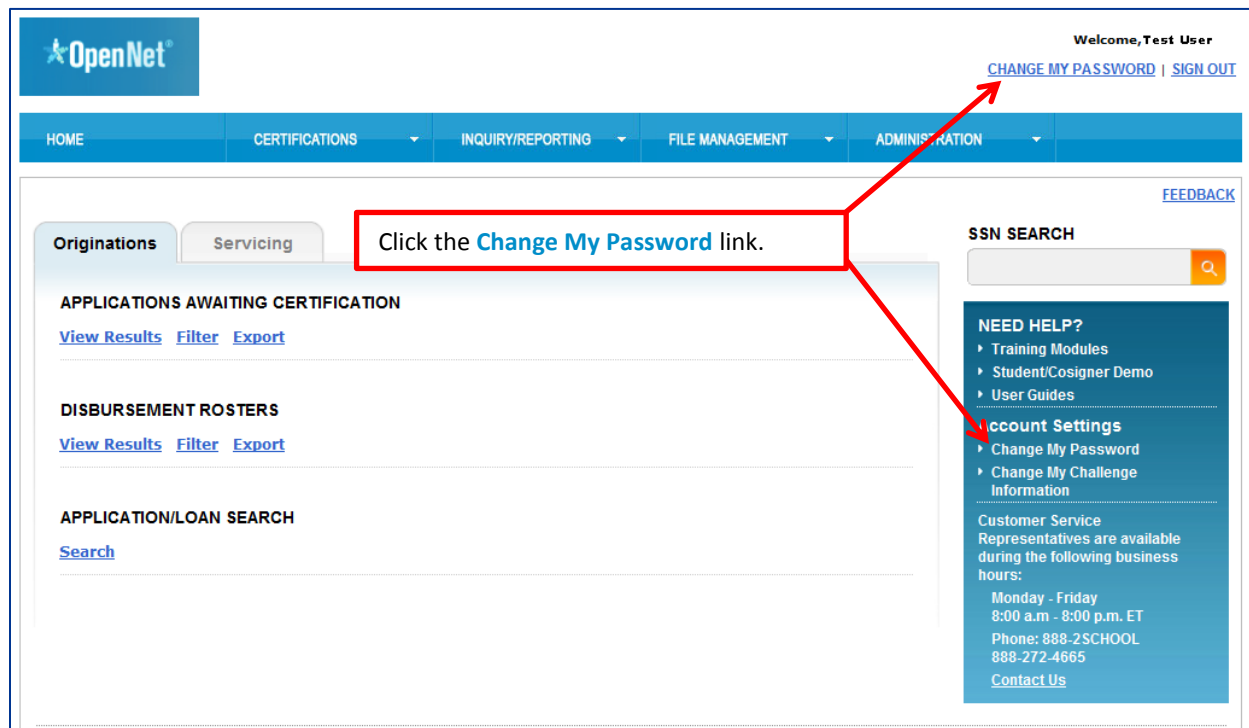
From within the OpenNet® Web Loan DeliverySM system, you can change your account security information:

- 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.

(Continued on the next page)

CHANGE YOUR PASSWORD

Complete the fields below and click on the **SUBMIT** button to change your password. The **CANCEL** button returns you to the previous page without saving any changes.

Log-in Information
All fields are required.

Current Password:

New Password:

Confirm New Password:

Type your current password.

Type your new password.

Your password must be 8-32 characters long and contain at least one letter and one number. You may use any alphanumeric or special character that can be directly typed from a standard keyboard except the following: < > () { } &. Please be aware that passwords are case-sensitive.

Re-enter your password to confirm.

Submit Cancel

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.

PASSWORD CHANGED

Thank you. Your password has been changed.

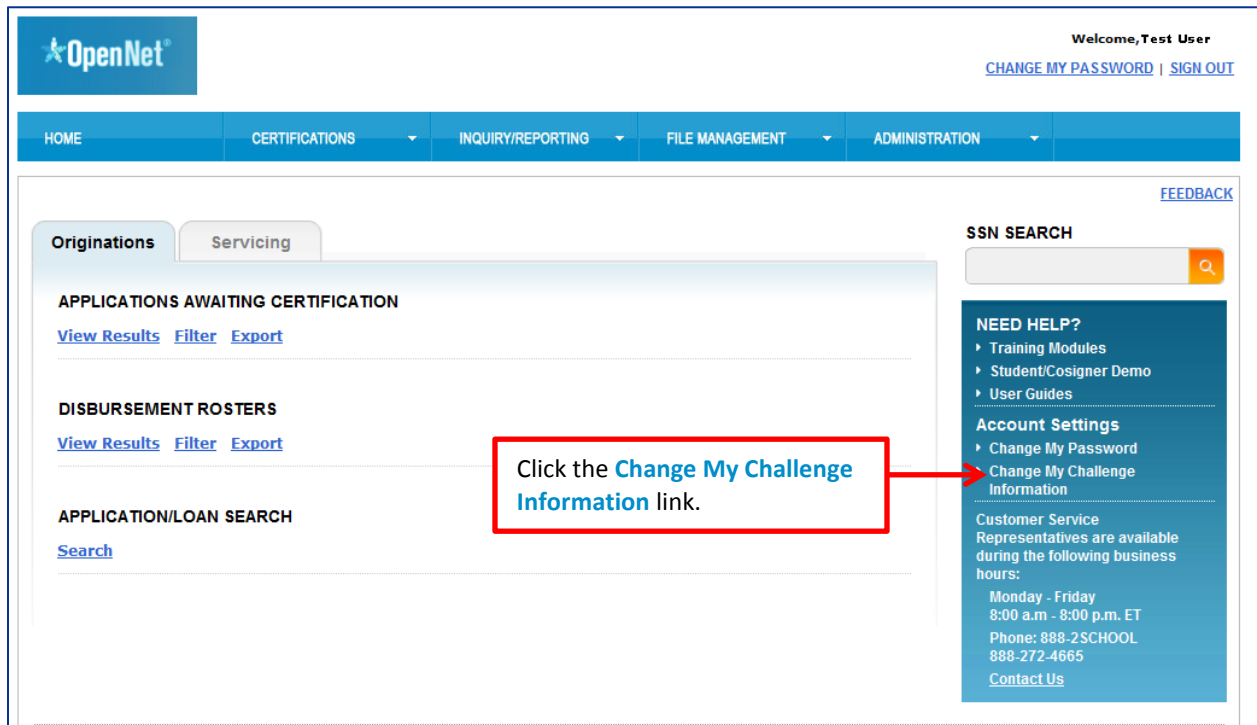
Continue

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.

(Continued on the next page)

CHANGE YOUR CHALLENGE QUESTIONS

The questions below will be used to reset your password online or to confirm your identity if you need to call us for assistance. Please select 5 different questions and provide answers for each that you can easily remember. Your answers should have from 3 to 25 characters. The CANCEL button returns you to the previous page without saving any changes.

Select five questions.

Type the answers.

All fields are required.

| Question | Answer |
|---|----------------------|
| <input type="text" value="Please select challenge question 1"/> | <input type="text"/> |
| <input type="text" value="Please select challenge question 2"/> | <input type="text"/> |
| <input type="text" value="Please select challenge question 3"/> | <input type="text"/> |
| <input type="text" value="Please select challenge question 4"/> | <input type="text"/> |
| <input type="text" value="Please select challenge question 5"/> | <input type="text"/> |

Click the **Submit** button.

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.

CHALLENGE QUESTIONS SAVED

Thank you. Your challenge questions have been saved.

Click the **Continue** button.

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

OpenNet Training Modules Overview

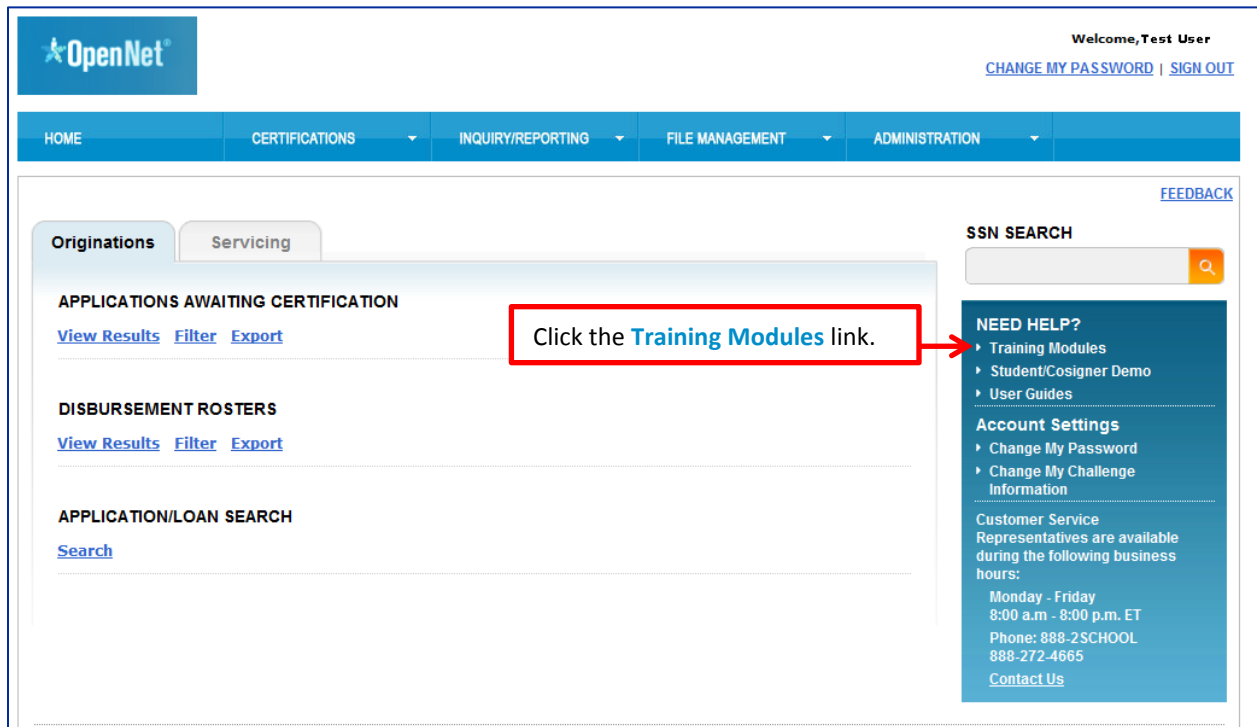
The Training Modules pages provide numerous resources to help you use OpenNet®. On the Training Modules pages, you will find:

- Detailed quick reference cards to help you perform various functions.
- Demonstration videos to show you overviews and detailed steps for procedures.
- Reference guides 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 –Originations or OpenNet Training Modules – Servicing page displays. Depending on where you are in OpenNet, the Training Modules link will automatically direct you to the appropriate Training Modules page.

(Continued on the next page)

The Training Modules pages are divided into two main sections:

- OpenNet Web Loan DeliverySM
- OpenNet File Management SystemSM

Under the section headings, you will find:

- A link to each training resource
- The file type of the training resource
- The size of the training resource file
- The date the training resource was most recently revised

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 DeliverySM system.

- OpenNet will time out after 30 minutes of inactivity.
- 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 provided in the OpenNet application.
- You are encouraged to provide feedback about the OpenNet application by clicking on the **Feedback** link.
- 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.
- If you still need help after checking the reference materials, you can call us at the number provided on screen, or use the **Contact Us** link to send an email.
- 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.
- OpenNet User ID's are deactivated after 120 days of inactivity.

OpenNet[®] Web Loan DeliverySM

Servicing User Reference Guide

[View Loan Data Quick References](#)

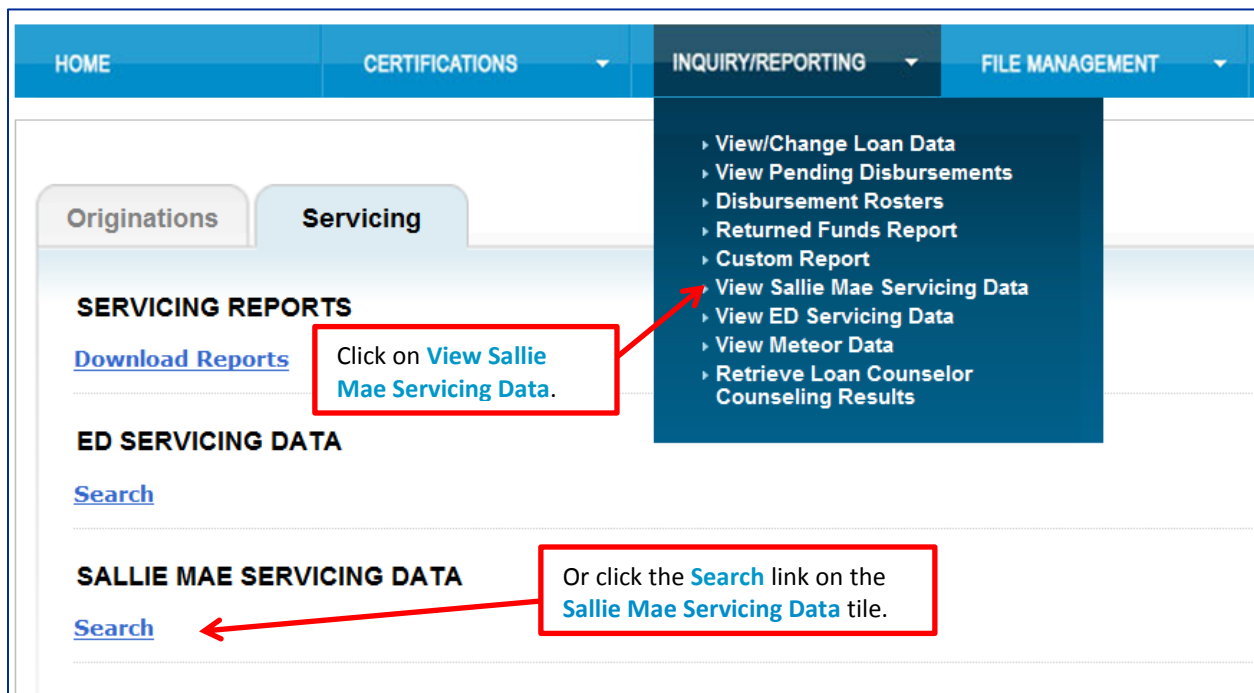
View Sallie Mae Loan Servicing Data Overview

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 and Department of Education (ED) loans serviced by Sallie Mae. This quick reference provides instructions and illustrations specific to viewing information for your Sallie Mae servicing volume. A separate document covers viewing your ED 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 DeliverySM 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.

Type a borrower SSN.

[Return to Top](#)

Search Criteria

SSN:

Last Name:

First Name:

Middle Initial:

Click the **Submit** button.

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 (*).
3. Click the **Submit** button.

The Account Servicing Summary page displays.

ACCOUNT SERVICING SUMMARY

[View App/Loan Summary >>](#)
[View Meteor Data >>](#)

This page displays borrower loan data that is residing on Sallie Mae's servicing system. The account information represents totals for loans serviced for the borrower that are associated with your institution(s).

Report run 09/20/2013 at 9:51:10 AM ET
[Servicing Messages](#) [Account Info](#) [Loan Info](#)

Borrower

Name: ALICE A ADAMS [View Demographic Data >>](#)

Social Security Number: 999-24-0846

Date of Birth: 12/24/1981

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 888-272-5543.

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: | \$34,521.00 | 10-day Payoff Amount: | \$28,616.30 | View Balance Details >> |
| Principal Balance: | \$27,245.51 | 10-day Payoff Date: | 09/30/2013 | View Acct Payment History >> |
| Accrued Interest: | \$1,273.37 | Interest Paid Year-to-Date: | \$0.00 | View Deferment Info >> |
| Current Balance: | \$28,591.86 | Prior Year Interest: | \$0.00 | View Forbearance Info >> |

(Continued on the next page)



Quick Reference: View Sallie Mae Loan Servicing Data

| | | |
|---|--|--|
| Monthly Payment: \$250.76 | Next Payment Due: | View Payment Instructions >> |
| Total Amount Delinquent: \$1,475.56 | Last Payment Received: 04/24/2009 | |
| Other Fee(s): \$0.00 | Last Payment Amount: \$219.09 | |
| Present Amount Due: \$1,726.32 | | |
| Number of Days Past Due on Most Delinquent Loan: 180 | | |

| Loan Information Return to Top | | | | | | |
|---|-----------------|-----------------------------|--|-------------------------|---|---|
| Loan Program | First Disb Date | Status / Days Delq | School | Orig Bal / Amt Delq | CommonLine Unique ID / Loan Period | |
| SIGNATURE STUDENT LOAN | 09/24/2003 | RPMT 180 | UNIVERSITY OF UNIVERSITY LA (000000-00) | \$12,686.00 \$798.68 | 000000000000F000Z00 09/25/2003-06/18/2004 | View Details View Status History |
| STAFFORD - UNSUB | 09/12/2003 | PCON 000 | UNIVERSITY OF UNIVERSITY LA (000000-00) | \$5,500.00 \$0.00 | 000000000000FJK0QA00 09/25/2003-06/18/2004 | View Details View Status History |
| SIGNATURE STUDENT LOAN | 09/19/2002 | RPMT 180 | UNIVERSITY OF UNIVERSITY LA (000000-00) | \$11,522.00 \$676.88 | 000000000000F000Z00 09/26/2002-06/13/2003 | View Details View Status History |
| STAFFORD - UNSUB | 09/19/2002 | PCON 000 | UNIVERSITY OF UNIVERSITY LA (000000-00) | \$4,813.00 \$0.00 | 000000000000FJK0QA00 09/26/2002-06/13/2003 | View Details View Status History |
| STAFFORD - UNSUB | 08/27/2002 | PCNX 000 | UNIVERSITY OF UNIVERSITY LA (000000-00) | \$0.00 \$0.00 | 000000000000F000Z00 06/24/2002-09/13/2002 | View Details View Status History |

Enter New SSN:

4. Review the information.

NOTE: Servicing information for loans owned by the Department of Education is kept separate from any other servicing information Sallie Mae may have for a borrower account. If ED servicing data for the borrower is present in Sallie Mae's servicing system, and you have access to view it, follow these instructions:

1. Click the [View ED Servicing Data](#) link located in the top-right corner of the page.
The Account Servicing Summary page for the borrower's ED loans displays.
2. Review the displayed servicing information as needed.
3. Click the [Return to ED Account Servicing Summary](#) button to return to the Account Servicing Summary page for the borrower's Sallie Mae loans.

If you do not have access to view ED servicing data, this functionality will not display. Contact your school's OpenNet Administrator to request access.

NOTE: The color scheme for OpenNet pages associated with ED loan volume will be green and navy.

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.

| Borrower | |
|--------------------------------|--|
| Name: | ALICE A ADAMS View Demographic Data >> |
| Social Security Number: | 999-24-0846 |
| Date of Birth: | 12/24/1981 |

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 888-272-5543. |

Account Information:

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

(Continued on the next page)

| 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: | \$34,521.00 | View Balance Details >> |
| Principal Balance: | \$27,245.51 | View Acct Payment History >> |
| Accrued Interest: | \$1,273.37 | View Deferment Info >> |
| Current Balance: | \$28,591.86 | View Forbearance Info >> |
| 10-day Payoff Amount: | \$28,616.30 | |
| 10-day Payoff Date: | 09/30/2013 | |
| Interest Paid Year-to-Date: | \$0.00 | |
| Prior Year Interest: | \$0.00 | |
| Monthly Payment: | \$250.76 | View Payment Instructions >> |
| Next Payment Due: | | |
| Total Amount Delinquent: | \$1,475.56 | |
| Other Fee(s): | \$0.00 | |
| Last Payment Received: | 04/24/2009 | |
| Last Payment Amount: | \$219.09 | |
| Present Amount Due: | \$1,726.32 | |
| Number of Days Past Due on Most Delinquent Loan: | 180 | |

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 Deferment Info** - Information regarding deferments for which the borrower may be eligible, including application forms that can be downloaded on behalf of the borrower.
- **View Forbearance Info** - Information regarding voluntary forbearances for which the borrower may be eligible, including application forms that can be downloaded on behalf of the borrower.
- **View Payment Instructions** - The instructions for the borrower explaining how to handle loan payments.

Loan Information:

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

(Continued on the next page)

| Loan Information | | | | | | Return to Top |
|------------------------|-----------------|-----------------------------|--|-------------------------|---|---|
| Loan Program | First Disb Date | Status / Days Delq | School | Orig Bal / Amt Delq | CommonLine Unique ID / Loan Period | |
| SIGNATURE STUDENT LOAN | 09/24/2003 | RPMT 180 | UNIVERSITY OF UNIVERSITY LA (000000-00) | \$12,686.00 \$798.68 | 000000000000F000Z00 09/25/2003-06/18/2004 | View Details View Status History |
| STAFFORD - UNSUB | 09/12/2003 | PCON 000 | UNIVERSITY OF UNIVERSITY LA (000000-00) | \$5,500.00 \$0.00 | 000000000000FJK0QA00 09/25/2003-06/18/2004 | View Details View Status History |
| SIGNATURE STUDENT LOAN | 09/19/2002 | RPMT 180 | UNIVERSITY OF UNIVERSITY LA (000000-00) | \$11,522.00 \$676.88 | 000000000000F000Z00 09/26/2002-06/13/2003 | View Details View Status History |
| STAFFORD - UNSUB | 09/19/2002 | PCON 000 | UNIVERSITY OF UNIVERSITY LA (000000-00) | \$4,813.00 \$0.00 | 000000000000FJK0QA00 09/26/2002-06/13/2003 | View Details View Status History |
| STAFFORD - UNSUB | 08/27/2002 | PCNX 000 | UNIVERSITY OF UNIVERSITY LA (000000-00) | \$0.00 \$0.00 | 000000000000F000Z00 06/24/2002-09/13/2002 | View Details View Status History |

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.

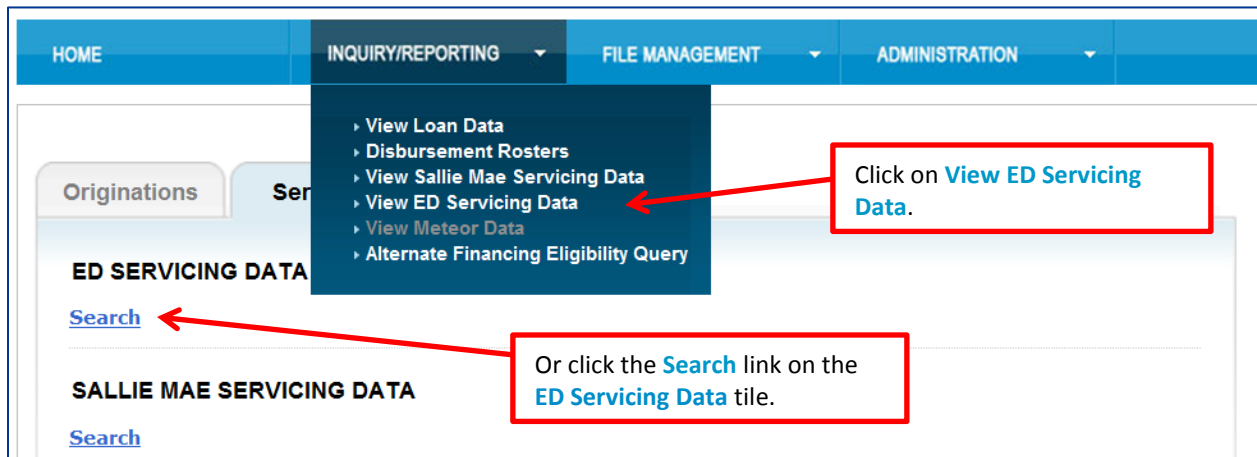
View Department of Education Loan Servicing Data Overview

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 and Department of Education (ED) loans serviced by Sallie Mae. This quick reference provides instructions and illustrations specific to viewing information for your ED servicing volume. A separate document covers viewing 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 page, and then click on **View ED 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 the SSN of the borrower whose information you want to view.

[Return to Top](#)

Search Criteria

SSN: Type a borrower SSN.

Click the **Submit** button.

NOTE: The color scheme for OpenNet pages associated with ED loan volume will be green and navy as shown in the image above.

2. Type a borrower's Social Security Number in the **SSN** field.
3. Click the **Submit** button.

The Account Servicing Summary page displays.

ACCOUNT SERVICING SUMMARY

This page displays borrower loan data that is residing on Sallie Mae's servicing system. The account information represents totals for loans serviced for the borrower that are associated with your institution(s).

Report run 10/16/2013 at 1:16:31 PM ET [Servicing Messages](#) [Account Info](#) [Loan Info](#)

Borrower

[View Demographic Data >>](#)

Name: ALICE A ADAMS
 Social Security Number: 999-00-9544
 Date of Birth: 10/16/1983

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: \$11,969.00 | 10-day Payoff Amount: \$12,450.77 | View Balance Details >> |
| Principal Balance: \$12,288.11 | 10-day Payoff Date: 10/26/2013 | View Acct Payment History >> |
| Accrued Interest: \$143.97 | Interest Paid Year-to-Date: \$275.51 | View Deferment Info >> |
| Current Balance: \$12,432.08 | Prior Year Interest: \$0.00 | View Forbearance Info >> |

| | | |
|---|-----------------------------------|--|
| Monthly Payment: \$138.32 | Next Payment Due: | View Payment Instructions >> |
| Total Amount Delinquent: \$138.32 | Last Payment Received: 07/31/2013 | |
| Other Fee(s): \$0.00 | Last Payment Amount: \$138.32 | |
| Present Amount Due: \$276.64 | | |
| Number of Days Past Due on Most Delinquent Loan: 11 | | |

(Continued on the next page)



Quick Reference: View Department of Education Loan Servicing Data

| Loan Information | | | | | | Return to Top |
|------------------|-----------------|-----------------------------|--------------------------------------|-----------------------|---|---|
| Loan Program | First Disb Date | Status / Days Delq | School | Orig Bal / Amt Delq | CommonLine Unique ID or Award ID / Loan Period | |
| DL - SUB | 02/10/2012 | RPMT 011 | EAST STATE UNIVERSITY (099954-00) | \$2,250.00 \$22.32 | 999999999999999999999999 01/30/2012-10/01/2012 | View Details View Status History |
| DL - UNSUB | 02/10/2012 | RPMT 011 | EAST STATE UNIVERSITY (099954-00) | \$219.00 \$2.70 | 999999999999999999999999 01/30/2012-10/01/2012 | View Details View Status History |
| DL - SUB | 04/21/2011 | RPMT 011 | EAST STATE UNIVERSITY (099954-00) | \$3,500.00 \$36.51 | 999999999999999999999999 02/28/2011-01/23/2012 | View Details View Status History |
| DL - UNSUB | 04/21/2011 | RPMT 011 | EAST STATE UNIVERSITY (099954-00) | \$6,000.00 \$76.79 | 999999999999999999999999 02/28/2011-01/23/2012 | View Details View Status History |

Enter New SSN:

4. Review the information.

NOTE: Servicing information for loans owned by the Department of Education is kept separate from any other servicing information Sallie Mae may have for a borrower account. If additional servicing data for the borrower is present in Sallie Mae's servicing system, and you have access to view it, follow these instructions:

1. Click the [View SLM Servicing Data](#) link located in the top-right corner of the page. The Account Servicing Summary page for the borrower's Sallie Mae loans displays.
2. Review the displayed servicing information as needed.
3. Click the [Return to ED Account Servicing Summary](#) button to return to the Account Servicing Summary page for the borrower's ED loans.

If you do not have access to view Sallie Mae servicing data, this functionality will not display. Contact your school's OpenNet Administrator to request access.

NOTE: The color scheme for OpenNet pages associated with Sallie Mae loan volume will be blue.

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.

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

| Borrower | |
|--------------------------------|---------------|
| Name: | ALICE A ADAMS |
| Social Security Number: | 999-00-9544 |
| Date of Birth: | 10/16/1983 |

[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 | |
|--------------------|--|
| Message 1: | Our records indicate the work telephone number is invalid. If you are in contact with the student or borrower, please ask them to update this information through salliemae.com . |

[Return to Top](#)

Account Information:

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

(Continued on the next page)



Quick Reference: View Department of Education Loan Servicing Data

| 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: | \$11,969.00 | 10-day Payoff Amount: | \$12,450.77 | View Balance Details >> |
| Principal Balance: | \$12,288.11 | 10-day Payoff Date: | 10/26/2013 | View Acct Payment History >> |
| Accrued Interest: | \$143.97 | Interest Paid Year-to-Date: | \$275.51 | View Deferment Info >> |
| Current Balance: | \$12,432.08 | Prior Year Interest: | \$0.00 | View Forbearance Info >> |
| <hr/> | | | | |
| Monthly Payment: | \$138.32 | Next Payment Due: | | View Payment Instructions >> |
| Total Amount Delinquent: | \$138.32 | Last Payment Received: | 07/31/2013 | |
| Other Fee(s): | \$0.00 | Last Payment Amount: | \$138.32 | |
| Present Amount Due: | \$276.64 | | | |
| Number of Days Past Due on Most Delinquent Loan: | 11 | | | |

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Loan Information:

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| Loan Information | | | | | | Return to Top |
|------------------|-----------------|-----------------------------|--------------------------------------|-----------------------|---|---|
| Loan Program | First Disb Date | Status / Days Delq | School | Orig Bal / Amt Delq | CommonLine Unique ID or Award ID / Loan Period | |
| DL - SUB | 02/10/2012 | RPMT 011 | EAST STATE UNIVERSITY (099954-00) | \$2,250.00 \$22.32 | 999999999999999999999999 01/30/2012-10/01/2012 | View Details View Status History |
| DL - UNSUB | 02/10/2012 | RPMT 011 | EAST STATE UNIVERSITY (099954-00) | \$219.00 \$2.70 | 999999999999999999999999 01/30/2012-10/01/2012 | View Details View Status History |
| DL - SUB | 04/21/2011 | RPMT 011 | EAST STATE UNIVERSITY (099954-00) | \$3,500.00 \$36.51 | 999999999999999999999999 02/28/2011-01/23/2012 | View Details View Status History |
| DL - UNSUB | 04/21/2011 | RPMT 011 | EAST STATE UNIVERSITY (099954-00) | \$6,000.00 \$76.79 | 999999999999999999999999 02/28/2011-01/23/2012 | View Details View Status History |

(Continued on the next page)

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.
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