

# Learn About the Service Provider Loan Portfolio Detail Report



Monitoring your students' repayment performance can help you take the right actions to manage your school's cohort default rate. Our Service Provider Loan Portfolio Detail report provides industry-standard data you can use to help analyze your school's portfolio and manage your students' repayment success.

## What Information Displays?

This report provides a complete view of loan information for specific students with federal loans that are currently serviced by Great Lakes. The report's data is in a standardized format so you can easily consolidate and interpret it. Refer to *Service Provider Loan Portfolio Detail Report Data Elements*, available on Support Central, for more information on the data that displays.

**Tip:** You can view this report's data in an easy-to-understand way using Portfolio Navigator, which is a feature of the Great Lakes website (<https://schools.mygreatlakes.org>). Refer to *Learn About Portfolio Navigator* for more information.

Borrower SSN	Borrower First Name	Borrower Last Name	Borrower Address Line 1	Borrower Address Line 2	Borrower City	Borrower State	Borrower Zip
999999991	JOHN	BORROWER	1234 MAIN ST. #1		MADISON	WI	55555
999999991	JOHN	BORROWER	1234 MAIN ST. #1		MADISON	WI	55555
999999991	JOHN	BORROWER	1234 MAIN ST. #1		MADISON	WI	55555
999999992	STANLEY	BORROWER	1234 MAIN ST. #2		MADISON	WI	55555
999999992	STANLEY	BORROWER	1234 MAIN ST. #2		MADISON	WI	55555

Figure 1. Sample of the report's data

## How Can I Use It?

You can use the Service Provider Loan Portfolio Detail report in a variety of ways to meet your school's specific needs. Here are a few examples.

- Identify loans that are a specified number of days past due.
- Review loans based on cohort year.
- Load the data into a software program to help create phone and letter campaigns to reach out to students.
- Use the data to do the following while adhering to one industry-standard format.
  - Update your demographic database.
  - Combine data for loans serviced by Great Lakes with data for students whose loans are serviced elsewhere.

## How Is It Sent to Me?

This report is available by subscription, and you can select how and in what format you want to receive it in your subscription. Refer to *Create or Update Subscriptions for the Service Provider Loan Portfolio Detail Report*, available on Support Central, for more information.



Figure 2. Example of the links that allow you to create or update subscriptions for this report

### What Formats Are Available?

You can choose from three available report formats.

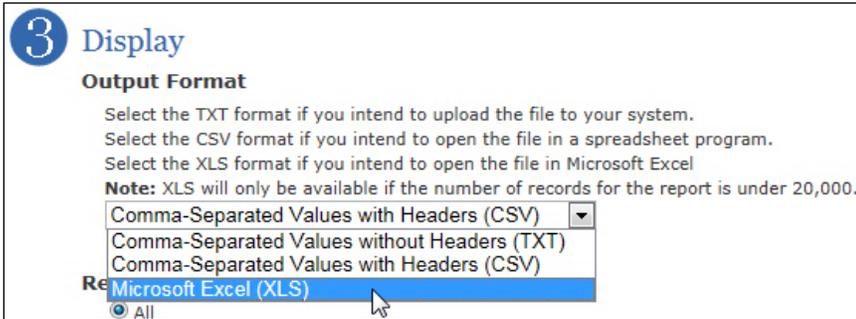


Figure 3. Example of selecting the report format in the subscription

Format	How It's Most Useful to You
<b>Comma-Separated Values Without Headers (TXT)</b>	Use this format if you plan to import the report's data into your own system, such as a financial aid management system. Refer to the report sample file, available on Support Central, to test how you can use files created in this format. <b>Note:</b> How you import the data can vary by software. If you're not sure how to do this, refer to the available help resources for the software you're using.
<b>Comma-Separated Values with Headers (CSV)</b>	Use this format if your report contains approximately 20,000 or more records and you plan to open it in a spreadsheet program. For example, you can open the file in Microsoft Excel or Access, and then change or reformat the data to display and sort the information you want to see.
<b>Microsoft Excel (XLS)</b>	Use this format if your report contains fewer than 20,000 records and you plan to open it directly in Microsoft Excel. You can then change or reformat the data to display and sort the information you want to see.

### What Delivery Options Are Available?

The Service Provider Loan Portfolio Detail report can be delivered to you in your Report Inbox or by File Transfer Protocol (FTP), which is a process used to exchange files from one server to another.

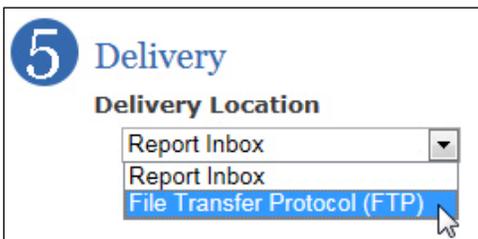


Figure 4. Example of selecting your delivery preference in the subscription

This report can be a very large file; if your school has a large amount of data, it may be beneficial for you to receive it by FTP.

**Note:** If you choose to have the report delivered by FTP, you must contact Client Services to complete the FTP setup. You'll continue receiving the report in your Report Inbox until the FTP setup is finished.