

School Servicing Portal (SSP)

Using SSP Reports to Manage Your Portfolio

NAVIENT®

REPORTS OVERVIEW

Your school and Navient® share a common goal: to help guide students toward financial success. To assist you, you now have access to self serve and download your current Navient reports through the SSP.

Reports available through School Servicing Portal (SSP) File Management System:

Default Management

- **Past Due Loans 3 Cohort Years (weekly)**
Identifies loans that entered repayment during the past three cohort years that are one day or more delinquent.
- **Skip Tracing Report (weekly)**
Provides a list of your students whom we've been unable to contact. Gives you a quick and secure method for you to share with us the most current contact information for the students listed.
- **Defaults or Reduced Delinquency* (weekly)**
Identifies loans that entered repayment in the last four years and meet one of the following criteria:
 - Are 270 days or more delinquent
 - Have had a claim filed
 - Have had a claim paid
 - Have had the number of days delinquent reduced since the prior report
- **Repayment Past 6 Month/Forecast 6 Month* (weekly)**
Identifies loans that are current and entered repayment within the previous six months, or are scheduled to enter repayment within the next six months.

*By request only. Contact CollegeServ® to subscribe.

Portfolio Management

- **School Portfolio Detail (weekly)**
Using the PESC industry format, provides comprehensive and detailed loan level information with 155 detail fields, including:
 - Borrower contact information
 - Borrower email address
 - Reference and contact information
 - Past due amounts and dates
 - Principal and interest amounts
 - Deferment and forbearance time used
 - Repayment plan type indicator, and much more!



A Fast, Easy, and Secure Process

School Servicing Portal (SSP) makes it quick and easy to retrieve the reports you need. You won't have to set up a two-factor authentication process and you can access your reports in one convenient, completely secure system.

Please contact CollegeServ at 1-888-272-4665 to request access.

For More Information

Visit us online at [Navient.com/Schools](https://navient.com/Schools) or contact your CollegeServ team.

Email: CollegeServ@navient.com

Phone: 1-888-272-4665

Monday - Thursday, 8am – 9pm ET
Friday, 8am – 8pm ET

Navient.com

 @Navient  [linkedin.com/company/navient](https://www.linkedin.com/company/navient)

