Job Aid

Accessing Borrower Accounts

There are two ways to access borrower accounts in SAL. The first is to type a Social Security number or Student ID number in the SSN# field on SAL's Primary Window.

PRIMARY WINDOW A0 U: TEST UNIVERSITY MICHEL	LE HAMMONS M3 8/24/2012	
File Find Account Functions General Functions Printing	Help	
Search Adv. Name Cash Collection Adjus	t Def Canc History Memo F	orms Utility Run Optional Help
SS# Nene ABBAHAM W L	(NCH	de 📥 Info
1 1 1 C		
Student [1] Domestic Good 12/02/2011	Dues	Paids
181 MONTOUR RUN	Current	Amount 1,334.00
	15 Past	Prin Paid
CORAOPOLIS, PA 15108	45 Past	Prin Canc
Ph Home (412)555-4853 RFIag UU Status G	75 Past	Balance 1,334.00
Loan Info ——Perkins-N 07/1993 To Current	105 Past	Payoff 1,334.00
1-In-School Separated 06/01/2014	Int Due	Suspense Int Daid
Plan 1 Interest Begin	Interest Past	Int Canc
Exit Principal Begin	Late Fee	Late Fee
Special Code	Agency	Agency
Collector Code	Legal	Legal
Current-Good Status 11 11/30/2011	NSF	NSF
Term 120 Last Due Date	Letter	Letter
Hold Interest Rate .05000 M	Other 1	Cred-Bur
Stop N Cycle E-Note E	Phone	Dther I
	Inhouse	Inhouse
Last Transaction : ADVNCE	Month Del	Next Due ENROLLED
Dep Amt Date 11/04/2011	Total	1 Mon Int 5.56
Amt 667.00 Ck-No	Clear All Dues Undo Changes	Apply Changes
Def/Canc To		Release
Resched To Amt	City, State & Zip Code - Left cli	ck to update Demographic In
Email Bad ABRAHAMLYNCH@ECSI.NE	T	Scan PW SID 000002127

Alternately, the Search action tab can be used to search for an account using the appropriate criteria. From the Primary Window, click the Search action tab then click the desired search option.

Prior Accounts	Displays the last five accounts you accessed.
Name	Used to search by last and/or first name. You can search using just the first few characters
	in a name.
Maiden	Allows you to search using a maiden name.
Student SS Number	Student Social Security Number. Note: You can type the full SSN directly on the Primary
	Window in the top left corner.
Student ID Number	Student ID Number. It is a unique number assigned by the school to the student. Some
	schools do not track students by SSN and prefer to use SID.
Student Old Number	If the borrower's account was initially created by another loan servicing company, the
	Student Old Number search can be used to find the account using the account number
	assigned by the original loan servicing company.
Co-Signor	Search for co-signor by last and/or first name. You can search using partial names.





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Archive	Accounts are archived a year after they are paid in full. You can search for archived accounts using last and/or first name, SSN, and SID. This search accesses only archived data.
Last 4 digits SSN	Allows you to search for a borrower using the last four digits of his/her social security number.
Email address	Search for a borrower using an email address.
Phone Number	Allows you to search using a borrower's phone number.
Cancel	Exit the Search options screen.



