

# School Servicing Portal (SSP)

Using SSP Reports to Manage Your Portfolio

## REPORTS OVERVIEW

Your school and Aidvantage® 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 Aidvantage 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 [Aidvantage.com/Schools](https://aidvantage.com/Schools) or contact your CollegeServ team.

**Email:** [CollegeServ@aidvantage.com](mailto:CollegeServ@aidvantage.com)

**Phone:** 1-888-272-4665

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