

# Getting Started with Great Lakes

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Getting Started with Great Lakes

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## Introduction

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Great Lakes is one of four servicers for loans that lenders sell (put) to the U.S. Department of Education (ED) under the Ensuring Continued Access to Student Loans Act (ECASLA). This means there is a strong likelihood that we will service loans for at least some of your student borrowers as they enter repayment.

If you are new to Great Lakes, this document provides you with an overview of how you can get started on the path to working with us and taking advantage of the support and services we offer to schools across the country.

## About Great Lakes

With over 30 years of experience as a loan servicer, Great Lakes is widely recognized as an industry leader. Our success is due to our commitment to providing the highest-quality service to borrowers both during and after school, and our dedication to doing what's best for them at each step along the way. Our professional staff is ready to help borrowers with their questions, and the Borrower portal on [mygreatlakes.org](http://mygreatlakes.org) provides many self-help options for viewing detailed account information, making payments, exploring repayment options, and accessing various forms.

Working with Great Lakes means you can rest assured your borrowers are in good hands. It also means you can benefit from the robust support we offer to schools. We offer a series of training opportunities on various topics throughout the year, tools and resources for maximizing your default management efforts, financial literacy materials you can share with borrowers, and a website ([mygreatlakes.org](http://mygreatlakes.org)) that provides easy access to detailed application and loan information, reports, and other useful functionality. We also offer a comprehensive private loan processing solution consisting of ScholarNet<sup>®</sup>, FASTChoice<sup>™</sup>, and our Central Disbursement Service.

## mygreatlakes.org

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The School portal on mygreatlakes.org is your starting point for accessing borrower information, robust reporting functionality, administration of Great Lakes products and services, and other useful tools.

### Set Up

The process for getting your staff set up with login access to the School portal is easy. Our Client Services staff can walk you through the necessary steps and answer any questions you may have. To get started, contact them at (888) 686-6919 or [clientservices@glhec.org](mailto:clientservices@glhec.org).

### Administration

Once your institution is set up to use mygreatlakes.org, you can have designated administrators who can set up new and modify existing user accounts as needed. This means you don't need to rely on Great Lakes to continually manage your staff's access to reports and other functionality. All users with login access can modify their password and view their profile to see what access roles they are assigned via the Update My Profile option in the School portal on mygreatlakes.org.

### IBIS

The Internet Borrower Inquiry Service (IBIS) is available to you and borrowers via mygreatlakes.org. Simply enter a Social Security number to view real-time information about that borrower's applications, loans, and repayment servicing (e.g., repayment status, forbearance, etc.).

After logging in, you can easily access IBIS by selecting *IBIS - Borrower Inquiry* from the *Use My Products* menu.

Note that IBIS is ideal for viewing information for a specific borrower. For batch information, we offer several different reports (details provided in following section).

### Reports

Numerous categories and types of reports are available based on the Great Lakes products and services you use. The following descriptions highlight just a couple of reports you may find helpful.

#### Federally-Held Loans Serviced by Great Lakes Detail Report

A Federally-Held Loans Serviced by Great Lakes Detail report is available for you to generate on demand or via subscription. This report provides information for loans that have been sold to the Department and that are serviced by Great Lakes.

It can be used to help process changes/refunds or to identify impacted borrowers and plan accordingly for entrance and exit counseling or communication campaigns. For example, you may

want to contact borrowers regarding the put loan process and to provide them with a link to the Borrower portal on mygreatlakes.org.

## Default Management Reports

To ensure schools can continue to identify and contact delinquent borrowers that may impact their cohort default rates, we recently enhanced our Borrowers at Risk report and corresponding Delinquency Letters and Labels to include information for loans that Great Lakes services but does not guarantee (including put loans that we service).

Report Name	Brief Description
Borrowers at Risk	This report allows schools to prioritize their default prevention activities by enabling schools to quickly identify the delinquent borrowers who are most likely to increase their cohort default rate.
Delinquency Letters & Labels	This report allows schools to automatically generate letters and mailing labels for three stages of delinquency (early, middle, and late), or create customized correspondence using letter templates. The tools make it easy to produce a timely and effective notice to delinquent borrowers while also providing flexibility in how to create and send the letters.

Several other default management reports are available for identifying borrowers that are in default and forecasting your cohort default rate. These, however, only provide information for loans guaranteed by Great Lakes.

## Reporting Functionality

The robust reporting functionality on mygreatlakes.org offers you secure access to the information you need, when you need it.

### Access and Options

All reporting functionality is easily accessible from the *Reports* menu.

#### *Inbox*

View all of the reports you generate on demand or via subscription in the Report Inbox. The Report Inbox organizes and groups reports on a series of tabs based on those that are most recent, from this week, this month, the past six months, and archived.

#### *On-Demand*

View a list of reports, grouped by category (e.g., ScholarNet, FAST Products, Origination, etc.), that you can immediately generate based on the options and criteria you select.

#### *Subscriptions*

Manage report subscriptions to have reports automatically generated on a specific schedule. Reports available for subscription are again grouped by category for easy identification.

## **Reporting Preferences**

Indicate how long you want to keep reports generated on demand, reports generated via subscription, and reports that are empty. These settings will not be category specific - they will apply to all of your reports.

## **Formats**

To provide you with additional flexibility, many reports available on mygreatlakes.org can be generated in multiple formats. Options may include comma-separated values (.csv), portable document (.pdf), and Microsoft Excel (.xls).

## **Reporting Help**

Detailed help content is provided on mygreatlakes.org to help you generate and work with available reports. You can also view a sample and more information (e.g., a listing of data items) for each report available on the On-Demand Reports page and Subscription Summary page.

## Processing Refunds

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There are several possible methods by which you can send refunds for put loans:

- Check
- Electronically via ACH
- CommonLine-initiated ACH

As the ideal method depends on the needs and size of your institution (e.g., the number of changes and refunds to process), and there are specific procedures which must be followed to ensure timely processing, we encourage you to contact Client Services to determine the best option and ensure the proper setup.

## Contact Information

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This section provides information for contacting Great Lakes and providing your borrowers with the contact information for Borrower Services.

### Client Services (general help for schools)

Phone: (608) 240-1122 or (888) 686-6919

Email: [clientservices@glhec.org](mailto:clientservices@glhec.org)

### Marketing and Sales

Great Lakes has Marketing and Sales representatives assigned to specific states and regions, providing you with a trusted resource for your questions and concerns. To view contact information for your representatives, visit the School portal on [mygreatlakes.org](http://mygreatlakes.org) and click the Contact Us menu option (login not required).

### Borrower Services

#### Mailing Address

Great Lakes - Borrower Services  
PO Box 7860  
Madison, WI 53707

#### Phone Numbers

Toll-Free: (800) 236-4300

Local: (608) 246-1700

#### Fax Numbers

Toll-Free: (800) 375-5288

Local: (608) 246-1608

#### Email

[borrowers@mygreatlakes.org](mailto:borrowers@mygreatlakes.org)

## **Great Lakes IDs**

### **Guarantor**

581

### **Lender Servicer:**

700581

## Additional Information

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This section provides information about tools and services Great Lakes offers to schools in addition to IBIS and the reporting functionality described earlier in this document.

### Person Search

Person Search is an online service that allows you to search for a borrower based on name or Social Security number. Person Search provides an overview of each borrower's status in the financial aid and loan process based on information in our products and systems (e.g., ScholarNet). When logged in, Person Search is always available from any page within the School portal on [mygreatlakes.org](http://mygreatlakes.org).

### ScholarNet

ScholarNet is an open, online tool for managing and exchanging FFELP and private loan data with any CommonLine-compliant lender, service provider, or financial aid management system (FAMS). To learn more about ScholarNet, visit [home.scholarnet.org](http://home.scholarnet.org). Note that your institution must request and work with Great Lakes to have ScholarNet installed; it is not automatically available with access to [mygreatlakes.org](http://mygreatlakes.org).

ScholarNet supports full electronic processing including change transactions, contains built-in search and reporting, and has no setup or usage costs for you or lenders.