# myCompass Tool Guide for Financial Aid Professionals



# **Table of Contents**

# Introduction

myCompass provides easy access to borrower account information and an intuitive format that allows you to quickly find the information you need. This guide is divided into sections covering the panels and overlays that provide the information you need as you research/audit accounts.

**Note:** Your access to myCompass is limited to view-only; you cannot make updates to customer accounts. For more information about this tool, refer to *myCompass Overview for Financial Aid Professionals*, available on Support Central in the Servicing Information Support section.

# Navigating myCompass

After logging into myCompass, select External in the Search for a Customer drop-down list.

External	~	
999999999		
SSN O Customer ID		

Figure 1. Example of External selected in the Search for a Customer drop-down list

Once you access the borrower's account, data displays in the following panels.

- **Demographics:** This panel provides information such as address, phone number, email address, SSN, etc. Refer to the <u>The Demographics Panel</u> section for additional information.
- Serviced Accounts: This panel provides a summary of accounts serviced, and then individual summaries for each account serviced. Refer to the The Serviced Accounts Panel section for additional information.

In addition, a variety of overlays containing specialized information are accessed via the Actions panel.

									✓ EXTERNAL USER
🧿 myCompass 🗮 ૧	Change Account					INAL USER SN: 999-99-9999 - 👔		Ê	External User
JOHN J. BORROWER 999-99-9999	00000000)								SCRATCH PAD
JOHN J BORROWER	Demographic	s Panel							Add your comments, notes or thoughts.
Address =				Phone	& Emai	· · · · · · · · · · · · · · · · · · ·			✿ ACTIONS
1234 MAIN STREET				Pri	~	(555) 555-5555	Ext	Consent N/A	Actions > Account Info
Second Address Line				Alt	~	Phone	Ext	N/A	Search for a task
MADISON NE - NEBRASKA		~		•	-	Phone	Ext		Employer Inquiry
55555	L	-		jbo	rrower@	nomail.com			Beference Inquiry
inguage: ® English	-								Status History
	N COMMUNITY COLLEGE (01258600)		Com	munica	tion Pret	ferences			Interest Rate History
<u></u>			Sall						Interest Capitalization/Accrual
Original Demo								Reset All   Sav	•
ERVICED ACCOUNTS (1)				1					
Summary	Serviced Accou	ints Pan	iel	Payr	nents				
Present Total Balance:	\$5,037.36			Payr	nent Too	21			_
Present Amounts Due:	\$42.27					tions ('93)			
Past Due Amounts:	\$0.00				ost HERA			POST	
Regular Monthly Payments:	\$42.27					anner   <u>Status History</u>			
Auto Pay:	Not Enrolled			Repay	ment Pla	ans   Deferment   Fort	earance   Enrollm	202	
Total Principal Paid:	\$0.00								
Total Interest Paid:	\$170.37								

Figure 2. Example of a borrower's account, identifying the Demographics and Serviced Accounts panels with the Actions panel highlighted

### **Helpful Hints**

myCompass uses hyperlinks to navigate from place to place.

In School = 000004		
Payment Reference #:	000000000000	_
	PSD - Histo	ory

Figure 3. Example of a hyperlink in myCompass

myCompass also provides additional information through the use of dotted underlines to signify hover text and drill-down arrows to display details.

* Hide Loans									
Disb Date	Token	Status	Type	Curr Principal	Curr Balance (Includes Int)	Curr IR	Curr IR Type	Related Person	
02/01/2012	424		aid by Payment	\$0.00	\$0.00	3.150%	E	N/A N/A	•
10/05/2015	432	IN HT	Sub	\$5,000.00	\$5,000.00	4.290%	E	N/A N/A	•
01/19/2016	433	IN HT	Sub	\$500.00	\$500.00	4.290%	E	N/A N/A	•
01/19/2016	434	IN HT	Unsub	\$3,500.00	\$3,914.03	4.290%	E	N/A N/A	•

Figure 4. Example of displayed hover text and drill-down arrows in myCompass

# **The Demographics Panel**

The Demographics panel contains a variety of information, including the following.

- Account holder's date of birth
- Account holder's SSN
- Communication preferences
- Contact information
- Most recently attended school

Name JOHN BORROWER							
Address =			hone &	L Emai	i		Consent
1234 MAIN STREET			Pri	-	(555) 555-5555	Ext	Revoke
			Alt	-	(555) 555-5551	Ext	Revoke
MADISON	1	12	2	+		Ext	
WISCONSIN - WI	w		jbori	rower	@nomail.com		
guage: 🛞 English 🔘 Spanish							
ichool:		Comm	unicatio	on Pref	erences		

*Figure 5. Example of the Demographics panel* 

### **Identifying Special Needs**

Special needs are identified in the Serviced Accounts panel.

SERVICED ACCOUNTS (1)		
Borrower has alternative format LARGE PRINT. Warm transfer to Alternative Format team at ex		
Summary	_	Payments
Present Total Balance:	\$22,341.14	Payment Tool
Present Amounts Due:	N/A	
Past Due Amounts:	\$0.00	
Regular Monthly Payments:	N/A	
Auto Pay:	Active \$50.00	
Total Principal Paid:	\$0.00	
Total Interest Paid:	\$0.00	

Figure 6. Example of the Serviced Accounts panel, identifying a special need

### **Identifying Communication Preferences**

Click <u>Communication Preferences</u> in the Demographics panel to access the Communication Preferences for [Borrower Name] overlay and identify specific communication preferences (e.g., consent to receive electronic correspondence).

#### myCompass Tool Guide for Financial Aid Professionals

	Text Alerts	Alternative Format Preference	Automated Contact Preference
Automated Contact Preferer	nce is unrelated	d to, and does not impact any sett	ings under other Communication Preferences tabs.
- Global Email Preference R	equest (Read (	Only)	
Customer requests to sto	p email comm	unications.	
Billing Statement Commur	vication (Read	() ()	
		ike to receive their Billing Stateme	ents.
		m know when their Billing Stateme	
		neir Billing Statement is ready.)	ent is ready to view online.)
De la companya de la	(0-10-1)		
Regulatory Communication		ants and delinguancy nations. The	e customer must select how they want to receive
	I C. Lax Statem	ents and delinquency notices. The	e customer must select now they want to receive
	d provide con	sent for electronic communication	by accessing the account online.
	nd provide con		
regulatory communication ar	nd provide con		n by accessing the account online. ve regulatory communications electronically.
regulatory communication ar		Customer consents to receiv	
regulatory communication ar Electronic Paper Other Recommended Ema	il Communica	Customer consents to receiv	ve regulatory communications electronically.
regulatory communication ar Electronic Paper Other Recommended Ema The customer can choose oth	il Communica	Customer consents to receive tion (Read Only) ded email communication by acce	ve regulatory communications electronically.
regulatory communication ar Electronic Paper Other Recommended Ema	il Communica her recomment and maybe sa	Customer consents to receiv tion (Read Only) ded email communication by acce we some money.	ve regulatory communications electronically.

Figure 7. Example of the Communication Preferences for [Borrower Name] overlay, identifying a preference for electronic communication

# **The Serviced Accounts Panel**

The Serviced Accounts panel provides an overall summary of all accounts serviced and account-specific summaries for each account serviced.

Summary		Payments				
esent Total Balance:	\$99,258.27	Summary of All Serviced Accounts				
esent Amounts Due:	Mounts Due: N/A Amounts: \$0.00 Konthly Payments: N/A Pay: Deactivated as of 10/19/2015 cipal Paid: \$2,437.36	Program Options ('93)	-			
t Due Amounts:		Pre/Post HERA:	POST			
ular Monthly Payments:		Repayment Planner   Status History				
Auto Pay:	Deactivated as of 10/19/2015	Repayment Plans   Deferment   Forbearance   Enrolli	nent			
tal Principal Paid:	\$2,437.36					
tal Interest Paid:	\$1,130.63					
. DEPARTMENT OF EDUCATION	888888) 🔗	Account-Specific Summary	Direct Parent PLI			
		Account-Specific Summary	Direct Parent PLL			
east Half Time Study Defermer	10N(88888) Ø ment + 000006	· · · · · · · · · · · · · · · · · · ·	Direct Parent PLL			
east Half Time Study Defermer		Payment Summary 🔗				
east Half Time Study Defermer	tt > 000006 05/29/2016 - 12/21/2021 \$4,170.00/ → <u>\$3,902.84</u>	Payment Summary 🧭	N/A			
ceast Half Time Study Defermen Status date(s): Drig/Current Balances: Suarantor:	tt * 000006 05/29/2016 - 12/21/2021 \$4,170.00/ * <u>\$3,902.84</u> US DEPARTMENT OF EDUCATION (581)	Payment Summary Ø Present Amount Due: Past Due Amount:	N/A \$0.00			
Least Half Time Study Defermer Status date(s): Drig/Current Balances: Suarantor: Cosigner:	tt > 000006 05/29/2016 - 12/21/2021 \$4,170.00/ → <u>\$3,902.84</u>	Payment Summary Ø Present Amount Due: Past Due Amount: Regular Monthly Payment.	\$0.00 N/A			
cast Half Time Study Defermer Status date(s): Drig/Current Balances: Suarantor: Cosigner:	tt * 000006 05/29/2016 - 12/21/2021 \$4,170.00/ * <u>\$3,902.84</u> US DEPARTMENT OF EDUCATION (581) JILL E_COBIGNER	Payment Summary 🧿	N/A \$0.00 N/A N/A			
S. DEPARTMENT OF EDUCATION Least Half Time Study Defermer Status date(s): Orig/Current Balances: Guarantor: Cosigner: Student:	tt * 000006 05/29/2016 - 12/21/2021 \$4,170.00/ * <u>\$3,902.84</u> US DEPARTMENT OF EDUCATION (581) JILL E_COBIGNER	Payment Summary 🧿 Present Amount Due: Past Due Amount: Regular Monthly Payment: Next Due Date: Auto Pay Withdraw:	N/A \$0.00 N/A N/A Deactivated as of 10/19/2015			

Figure 8. Example of the Serviced Accounts panel, identifying an overall summary and an account-specific summary

Clicking underlined links or drill-down arrows displays a variety of additional information pertaining to repayment options and status history or items connected to the account itself.

5. DEPARTMENT OF EDUCATION (8888	88) 🛷		Direct Parent PLU
Least Half Time Study Deferment 🔸	000006	Payment Summary 🔗	
Status date(s):	05/29/2016 - 12/21/2021	Present Amount Due:	N/A
Orig/Current Balances:	\$4,170.00/ \$3,903.52	Past Due Amount:	\$0.00
Balance Details		Regular Monthly Payment:	N/A
		Next Due Date:	N/A
Principal:	\$3,135.87	Auto Pay Withdraw:	Deactivated as of 10/19/2015
Total Principal Paid:	\$1,337.36	Payment Schedule:	FIX closed 10/06/2015
Accrued Interest:	\$767.65	Max Payoff Date:	12/28/2024
Total Interest Paid:	\$981.44	No Upcoming Payments	ØPayment History
Late Fees:	\$0.00		
Interest Accrued Per Diem:	\$0.68		
Capitalized Interest Amount:	\$303.23		
Guarantor:	US DEPARTMENT OF EDUCATION (581)		
Cosigner:	JILL E. COSIGNER		
Student:	JAMAL E. STUDENT		

Figure 9. Example of an account-specific summary, identifying the Current Balance drill-down arrow and the Show Loans link

### **Identifying Disbursement Details**

Access disbursement details by completing the following.

1. Click <u>Show Loans</u> (Figure 9).

The loan(s) associated to a specific account displays.

Hide Loans									
Disb Date	Token	Status	Туре	Curr Principal	Curr Balance (Includes Int)	Curr IR	Curr IR Type	Related Person	
08/27/2012	425	DE PPSE	Parent	\$10,935.00	\$16,022.03	7.900%	E	JILL E. COSIGNER (C) JAMAL E. STUDENT (S)	•
09/03/2013	427	DE PPSE Sta	udent Enrollment Def	erment 2,212.00	\$16,048.39	6.410%	E.	JILL E. COSIGNER (C) JAMAL E. STUDENT (S)	٠
08/29/2014	429	DE PPSE	Parent	\$21,744.00	\$27,926.31	7.210%	E.	JILL E. COSIGNER (C) JAMAL E. STUDENT (S)	•
08/30/2015	431	DE HT	Parent	\$21,600.00	\$25,977.50	6.840%	E	N/A JAMAL E. STUDENT (S)	•

Figure 10. Example of hover text and information displayed after clicking <u>Show Loans</u>, and identifying the drill-down arrow associated to a specific loan

2. Click the drill-down arrow associated to a specific loan.

The disbursement(s) related to the loan displays.

Disb Date	Token	Status	Туре	Curr Principal	Curr Balance (Includes Int)	Curr IR	Curr IR Type	Related Person	
18/27/2012	425	DE PPSE	Parent	\$10,935.00	\$16,022.03	7.900%	F	JILL E. COSIGNER (C) JAMAL E. STUDENT (S)	
Period: 08/29/		013							
Date		Disb Ar	nount	Check Amount	Refund Date		Refund Amt	Adjusted Disb Amt	
08/27/2	012	\$5,468.	00	\$5,250.00			\$0.00	\$5,250.00	
01/23/2	)13	\$5,467.	00	\$5,249.00			\$0.00	\$5,249.00	
Origination     Disburseme									
9/03/2013	427	DE PPSE	Parent	\$12,212.00	\$16,048.39	6.410%	E.	JILL E. COSIGNER (C) JAMAL E. STUDENT (S)	
8/29/2014	429	DE PPSE	Parent	\$21,744.00	\$27,926.31	7.210%	E.	JILL E. COSIGNER (C) JAMAL E. STUDENT (S)	
8/30/2015	431	DE HT	Parent	\$21,600.00	\$25.977.50	6.840%	F	N/A JAMAL E. STUDENT (S)	

Figure 11. Example of the disbursement list related to a specific loan

- 3. Click <u>Origination Details</u> to view the award ID, the loan application date, the lenders involved, etc.
- 4. Click <u>Disbursement Details</u> to view fees, amounts, and dates related to adjustments and cancelations, and the estimated final disbursement date.

Hide Loans								
sb Date	Token	Status	Туре	Curr Principal	Curr Balance (includes int)	Curr IR	Curr IR Type	Related Person
/27/2012	425	DE PPSE	Parent	\$10,935.00	\$16,022.03	7.900%	F	JILL E. COSIGNER (C) JAMAL E. STUDENT (S)
Period: 08/29/2	2012 - 05/15/2	013						
Disburseme	ents							
Date		Disb A	nount	Check Amount	Refund Date		Refund Amt	Adjusted Disb Amt
08/27/20	112	\$5,468.	00	\$5,250.00			\$0.00	\$5,250.00
01/23/20	13	\$5,467	00	\$5,249.00			\$0.00	\$5,249.00
• Origination	Details							
Amount Born	owed:			\$10,935.00	School:		МА	ADISON UNIVERSITY (11111111)
Orig Lender:		ι	J.S. DEPARTMENT	OF EDUCATION (888882)	Loan Application Date:			08/28/2012
Current Lend	er:	l	J.S. DEPARTMENT	OF EDUCATION (888888)	External Award ID:			000000000000000000000000000000000000000
Previous Lend	der:	L	J.S. DEPARTMENT	OF EDUCATION (888882)	Put (Anticipated Date):			No
* <u>Disburseme</u>	nt Details							
Adjustment A	mount			\$0.00	Adjustment Amount Date:			N/A
Cancel Amou	nt:			\$0.00	Cancel Amount Date:			N/A
FDF/Rebate F	ee:			\$0.00	Est. Final Disb Date:			01/23/2013
Origination F	ee:			\$436.00				

Figure 12. Example of origination and disbursement details

### **Viewing Optional Repayment Plan Estimates**

By clicking <u>Repayment Plans</u> in the Program Options ('93) section of the Serviced Accounts panel, the Repayment Planner: Plans overlay displays.

SERVICED ACCOUNTS (1)		
Summary		Payments
Present Total Balance:	\$5,037.36	Payment Tool
Present Amounts Due:	\$42.27	Program Options ('93)
Past Due Amounts:	\$0.00	Pre/Post HERA: POST
Regular Monthly Payments:	\$42.27	Repayment Planner   Status History
🖉 Auto Pay:	Not Enrolled	Repayment Plans Deferment   Eorbearance   Enrollment
Total Principal Paid:	\$0.00	
Total Interest Paid:	\$170.37	

Figure 13. Example of the Program Options ('93) section, identifying the Repayment Plans hyperlink

After accessing the Repayment Planner: Plans overlay, scroll down to the Plan Details section to view monthly payment estimates under the following standard repayment plan options (Figure 14).

- Level
- Graduated
- Extended Level
- Extended Graduated

MENT PLANNER: PLANS					
e caller cannot authorize repayn quest form on the next page.	nent plan changes. You can re	view estimates and to	atals here and	og the discussion	or send an
n Details					
ndard Repayment Plan Optio	ons				
S. DEPARTMENT OF EDUCA	TION (888888)   DIRECT	PARENT PLUS 1 \$3	31.991.30	N FORBEARAN	CE
NTIL 06/30/2028   IN DEFE			1,991.30   1	IN TORBLARAN	
vei					
) Not in repayment. Repayment	plan change can be requested	d closer to repayment	<u>t</u> .		
) Not in repayment. Repayment	plan change can be requested	d <u>closer to repaymen</u>	t. Interest	Total to Repay	,
_			•	Total to Repay \$69,068	terms 🕨
Deption (?) Level (pending plan)	Monthly Payment	Time to Repay 9 yrs 9 mos	Interest	220100000	20
Dption ?	Monthly Payment \$591 \$420 starting	Time to Repay 9 yrs 9 mos 04/2038 9 yrs 9 mos	Interest \$21,011	\$69,068	terms 🕨

Figure 14. Example of the Repayment Planner: Plans overlay detailing standard repayment plan options and identifying the scroll bar

**Note:** If a borrower is on an income-driven repayment plan, the Plan Details section defaults to display income-driven repayment plan options. Click <u>Get Standard Plan Estimates</u> in the Change Summary section to view standard repayment plan options.

quest form on the next page.		
Information for Plan Eligibility		
ange Summary		Get Standard Plan Estimate
For Accounts	Borrower Current Plan	New Plan Estimate
in Repayment Now (Payment/mo)	\$125	\$86
	\$125	\$86

Figure 15. Example of the Change Summary section, identifying the Get Standard Plan Estimates hyperlink and the Information for Plan Eligibility drop-down arrow

### Including Loans with Other Servicers

When a borrower's serviced accounts are less than \$30,000, only Level and Graduated standard repayment plans display. You can recheck eligibility for Extended Level and Extended Graduated options if the borrower's loans total \$30,000 or more, including other servicers. To include additional non-serviced loans, complete the following.

- 1. Click <u>Any Additional Balance</u> to open the Information for Plan Eligibility section of the IDR Plan Eligibility Calculator.
  - **Note:** You can also click the Information for Plan Eligibility drop-down arrow (Figure 15) to open the Information for Plan Eligibility section.

S. DEPARTMENT OF ED aduated (\$43)	UCATION (888888)   DIRECT	STAFFORD   \$5,03	37.36		
Option ?	Monthly Payment	Time to Repay	Interest	Total to Repa	У
C Level	\$64	7 yrs 10 mos 11/2026	\$1,294	\$6,331	terms 🕨
Graduated     (current plan)	\$43 starting \$87 ending	7 yrs 11 mos 11/2026	\$2,164	\$6,799	terms 🕨

Figure 16. Example of the Plan Details section displaying only Level and Graduated repayment plans, and identifying the Any Additional Balance hyperlink

- 2. Scroll down to the Additional Federal Student Loan Balance section, and then complete the following.
  - a. Select Yes for the question, Does the borrower have federal loans with other servicers.
  - b. Select Yes or Not Sure for the question, Does the borrower have \$30,000 or more in Direct loans, across all servicers.
  - c. Enter the applicable amount in one or both of the following fields.
    - Additional Direct Student Loan Balance
    - Additional FFELP Student Loan Balance
  - d. Answer Were any of the borrower's federal loans taken out for a graduate program as appropriate.

Additional Federal Student Loan Balance
Does the borrower have federal loans with other servicers?
If the borrower's total student loan balance is \$30,000 or more, they may be eligible for extended plans.
Does the borrower have \$30,000 or more in Direct loans, across all servicers?
● Yes or Not Sure O No
Provide the borrower's additional federal student loan balance. Do not include any Parent PLUS or Private loan balance.
Additional Direct Student Loan Balance: 12000 at 6.8
Additional FFELP Student Loan Balance: 18000 at 6.8
Were any of the borrower's federal loans taken out for a graduate program?
C Yes 💿 No
Reset Finances Check Eligibility

Figure 17. Example of the questions in the Additional Federal Student Loan Balance section

#### 3. Click Check Eligibility.

The Plan Details results display income-driven repayment plan options by default. To view standard repayment plan options, scroll up to the Change Summary section, and then click <u>Get Standard Plan Estimates</u>.

### Viewing Monthly Payments of Extended Plans

The standard repayment plan options for Graduated and Extended Graduated plans display the starting monthly payment and the ending monthly payment in the Monthly Payment column. To view the entire series of estimated monthly payments, click the Terms drop-down arrow.

	ent. Repayment plar	n change can be re	equested c	loser to re	epayment.			
Option ?		Monthly Payr	ment	Time to	Repay	Interest	Total to Repay	y
Level (pending plan)		\$893		9 yrs 6 01/20		\$28,589	\$101,790	terms I
Graduated		\$641 starti \$1,340 endi		9 yrs 6 01/20		\$33,740	\$106,941	terms )
Extended Lev	el	\$537		24 yrs 6 01/20		\$84,440	\$157,642	terms 🕨
Extended Gra	duated	\$447 starti \$759 endir		24 yrs 6 01/20		\$97,165	\$170,366	terms
payments m	nonthly payment	payments mo	onth <mark>ly p</mark> ayr	ment	paymen	ts monthly	payment	
24	\$447	24	\$557		24	\$6	95	
24	\$467	24	\$582		24	\$7	26	
24	\$488	24	\$609		6	\$7	59	
24	\$510	24	\$636					
24	\$533	24	\$665					

Figure 18. Example of the standard repayment options displaying the entire series of Extended Graduated monthly payments, and identifying the starting and ending graduated payments and the Terms drop-down arrow

### Viewing Income-Driven Repayment Plan Options

The Income-Driven Repayment Plan Options section of Plan Details displays one or more of the following income-driven repayment plan types depending on the type of loans serviced.

- IBR (i.e., Income-Based Repayment)
- ICR (i.e., Income-Contingent Repayment)
- Pay As You Earn
- REPAYE (i.e., Revised Pay As You Earn)

To view income-driven repayment plan options, click <u>Get IDR Plan Estimates</u> in the Change Summary section.

nange Summary		Get IDR Plan Estimat
For Accounts	Borrower Current Plan	New Plan Estimate
In Repayment Now (Payment/mo)	\$43	\$43
After All in Repayment (Payment/mo)	\$43	\$43
Total to Repay	\$6.799	\$6,799

Figure 19. Example of the Change Summary section, identifying the Get IDR Plan Estimates hyperlink

If no repayment options display in the Income-Driven Repayment Plan Options section, it is necessary to add the borrower's income information. To recalculate based on income, complete the following.

1. Click <u>Financial Information</u> to access the Information for Plan Eligibility section.

Note: You can also click the Information for Plan Eligibility drop-down arrow to access this section.

Information for Plan Eligibility		
hange Summary		Get Standard Plan Estimate
For Accounts	Borrower Current Plan	New Plan Estimate
In Repayment Now (Payment/mo)	\$43	Select New Plan
After All in Repayment (Payment/mo)	\$43	Select New Plan
Total to Repay	\$6,799	Select New Plan

Figure 20. Example of the Plan Details section, identifying the Financial Information hyperlink, and the IDR Plan Eligibility Calculator section, identifying the Information for Plan Eligibility drop-down arrow

2. Provide the applicable information in the Family & Finances section.

Family & Finances	
Gather this information to	check eligibility for IDR and other lower payment options.
Marital Status	
Single O Married	
Dependents	
How many children (of	any age, including unborn) do you have who receive more than half of their support from you?
How many other depen support from you?	ndents (excluding spouse and children) do you have living with you who receive more than half of the
0	
Adjusted Gross Income	(AGI) (?)
Enter from tax returned	rn O Estimate from income sources
Total AGI 12692	
Borrower's Hours/Weel	k Worked: 20
Borrower's Pay Frequer	ncy: Biweekly

Figure 21. Example of the Family & Finances section

- 3. Select *No* for the two questions in the Additional Federal Student Loan Balance section.
  - **Note:** Even if the borrower has federal loans with other servicers, this information does not affect the calculation for income-driven repayment plan options.
- 4. Click Check Eligibility.

The income-driven repayment plan options display.

- Anna Anna Anna Anna Anna Anna Anna Ann				
Important IDR Cor				
	nd monthly payment amount is an est ne application/supporting documentat		provided and may va	iry
<ul> <li>You may reques</li> </ul>	t to recalculate your IDR plan or be rer	moved from it if your situati	on changes.	
<ul> <li>It is important to</li> </ul>	o reapply for IDR when you are notified	d of your renewal period to	reduce the risk of	
many and the second second second		and a second		
unnecessary Int	erest Capitalization and increased mor	nthly payment(s).		
unnecessary Int	erest Capitalization and increased mor	nthly payment(s).		
unnecessary Int	erest Capitalization and increased mor	nthly payment(s).		1
unnecessary Int	Loans We		All Servicers	1
unnecessary Int	Loans We S	Service		
unnecessary Int	erest Capitalization and increased mor	nthly payment(s).		
iry Int			All Servicers	
			All Servicers IDR Qualifying Payment/mo	
NR Options	Loans We S	Service	IDR Qualifying	1

Figure 22. Example of the Plan Details section displaying the IBR repayment option

5. Click the Details drop-down arrow to review a comparison of current payments to estimated payments for each account serviced.

1 1	\$0	\$0	No Loans with other servicers	Detail
	Maximum Payment/mo In Repayment <b>\$143</b>	Maximum Payment/mo All in Repayment <b>\$143</b>		
IBR (\$67) → IBR (\$0)	F EDUCATION (797577)   FEDE			
IBR (\$67) → IBR (\$0) Current Mo. Payment	\$67 Est. Initial Pay	yment <b>\$0</b>	Est. Max. Payment	\$76
IBR (\$67) → IBR (\$0) Current Mo. Payment		yment <b>\$0</b>	Est. Max. Payment	\$76

Figure 23. Example of the IBR repayment option displaying each account, and identifying the Details drop-down arrow

# Accessing the Related Person Demographics Overlay

By clicking on the hyperlinked name in the *Cosigner* or *Student* field of the account-specific portion of the Serviced Accounts panel, the Related Person Demographics overlay displays, containing a variety of demographic information (e.g., SSN, address, phone, birth date, etc.).

.S. DEPARTMENT OF EDUCATION	(88888) 🧷		Direct Parent PLU
Least Half Time Study Deferment	t ▶ <u>000006</u>	Payment Summary 🔗	
Status date(s):	05/29/2016 - 12/21/2021	Present Amount Due:	N/A
Orig/Current Balances:	\$4,170.00/ ▶\$3,903.52	Past Due Amount:	\$0.00
		Regular Monthly Payment:	N/A
Guarantor:	US DEPARTMENT OF EDUCATION (581)	Next Due Date:	N/A
Cosigner:	JILL E. COSIGNER	Auto Pay Withdraw:	Deactivated as of 10/19/2015
Student:	JAMAL E. STUDENT	Payment Schedule:	FIX closed 10/06/2015

Figure 24. Example of the account-specific portion of the Serviced Accounts panel, identifying hyperlinked names in the Cosigner and Student fields

LL E. COSIGNER 999-99-=9991 (777777771)	
Name	
JILL E COSIGNER	
Address =	Consen
123 MAIN STREET	Ext Yes
Second Address Line	Ext N/A
MADISON	
NY - NEW YORK	
555555	
guage:	

Figure 25. Example of the Related Person Demographics overlay

### **The Payment History Overlay**

Select *Actions > Payment > Payment History* to access the Payment History overlay. Refer to <u>Viewing Payment Information</u> for details on navigating the Payment History overlay and the type of information it contains.

### **Viewing Recent and Full Payment History**

The Payment History overlay defaults to Recent Payment History, displaying recent payment history for all accounts and all loan tokens. Click <u>View Full Payment History</u> to access a full record of a variety of payment types, including disbursements, refunds, payment reversals, and capitalized interest.

Choose Account (0 Show All Accounts	of 3 Account)		Search Payment History Prior To mm/dd/yyyy Search Reset	
Payments <u>Exce</u>	All Tokens	eased Amount	Unposted Payments Inquiry	^
Date	Payment Type	Method	Total Amount	
01/25/2016	Disbursement	Other	\$2,500.00 ►	
01/25/2016	Disbursement	Other	\$250.00 ►	
01/25/2016	Disbursement	Other	\$1,750.00 ►	
01/19/2016	Disbursement	Other	\$250.00 ►	
01/19/2016	Disbursement	Other	\$1,750.00 ►	
01/17/2016	Disbursement	Other	\$10,800.00 ►	
10/18/2015	Payment Reversal	Auto Pay	\$20.00 ►	
10/05/2015	Disbursement	Other	\$2,500.00 ►	
09/18/2015	Payment	Auto Pay	\$60.00 ►	
09/18/2015	Payment	Auto Pay	\$20.00	~

Figure 26. Example of the Payment History overlay, identifying the Choose Account and Loan Token drop-down lists

By selecting a specific account and/or a specific loan token, more de	letails display.
---	------------------

		? of 3 Account) OF EDUCATION(88	8888)   Direc	t Parent PLUS   63		h Payment Histo I/dd/yyyy	ory Prior To	Reset	
Pay	ments Exc	ess Preference	REPAYE Inci Parent   6.840	reased Amount	Unposted Pa	yments Inquiry	5		
	Date	Туре	Excess	Amount	, Principal	Amount Applied	l to: Late Fees	Principal Balance	
0	01/17/2016	Disbursement		\$10,800.00	\$10,800.00	\$0.00	\$0.00	\$21,600.00	Details
0	10/18/2015	Payment Reversal		\$0.36	\$0.00	\$0.36	\$0.00	\$10,800.00	Details
0	09/18/2015	Payment		\$0.15	\$0.00	\$0.15	\$0.00	\$10,800.00	Details
0	08/30/2015	Refund		\$-120.00	\$-120.00	\$0.00	\$0.00	\$10,800.00	Details
0	08/30/2015	Refund		\$-240.00	\$-240.00	\$0.00	\$0.00	\$10,920.00	Details
-		Disbursement		\$11,160.00	\$11,160.00	\$0.00	\$0.00	\$11,160.00	Details

Figure 27. Example of the Payment History overlay, identifying the Details link and the selection of a specific account and loan token

Click Details to access more information, and then click Back to Payment History to return to the payment list.

hoose Account (2 of J.S. DEPARTMENT OF		100.00	)irect Parent PL	.US   636! 🗸	Search Pay	/ment Histor	_		<u>Reset</u>	
Payments Excess	Preferen	Ce REPAYE	Increased An	nount Unpo	sted Paymer	nts Inquiry				
01/17/2016 - Disbu										
Payment Amour Applied to Interv		\$10,800.00		Method: Report Date:		Other 01/24/2016				~
Applied to Late				Post Date:		01/20/2016				
Applied to Princ		\$10,800.0	0	Reapply Flag:		no				1.00
Principal Balance		\$66,491.00		Excess Prefer						
Loan Level Pay	nent									
				Amo	ount Applied	l to:				
Token Number	Type/	IR	Amount	Principal	Interest	Late Fees	Excess Pref	Excess Actual	Principal Balance	
00000000000	Unsut	6.840%	\$10,800.00	\$10,800.00	\$0.00	\$0.00		\$0.00	\$21,600.00	

Figure 28. Example of the information displayed after clicking the <u>Details</u> link, and identifying the <u>Back to Payment History</u> link

Other tabs display preferences for excess payments, REPAYE increased amounts, and unposted payments.

ayments Excess P	Preference REPAYE Increased Amo	unt Unposted Payments Inquiry		
Excess Payment P	reference History: This screen is disp	playing custom allocations only. It o	loes not include sta	ndard allocations
Set	Ended		Туре	Source

Figure 29. Example of the Payment History overlay, identifying the Excess Preference, REPAYE Increased Amount, and Unposted Payments Inquiry tabs

### **The Interest Rate History Overlay**

Select Actions > Account Info > Interest Rate History to access the Interest Rate History overlay.

The Interest Rate History overlay displays interest rate history by loan within each account.

.S. DEPA	PARTMENT OF EDUCATION (888888)   Direct Parent PLUS   \$85,955.27							
<b>oken</b>	Туре	Effective Date	Curr IR	Curr IR Type	Auto Pay Incentive Rate	Incentive Rate	Flat Rate	Сар
25	Parent	08/27/2012	7.900%	E				7.900%
127	Parent	09/03/2013	6.410%	E				6.410%
29	Parent	08/29/2014	7.210%	E				7.210%
31	Parent	08/30/2015	6.840%	E				6.840%

Figure 30. Example of the Interest Rate History overlay, identifying the drop-down list for filtering by account

Additional interest accrual details are accessed by selecting *Actions > Account Info > Interest Capitalization/Accrual*. The Interest Capitalization/Accrual overlay displays interest capitalized and accrued per token filtered by account.

.S. DEPARTI	MENT OF	EDUCAT	TION (888	888)   Direct Par	ent PLUS   \$85,9	55.2 V Ir	nterest Type:			
						N	legative Amortiz	zation: \$	0.00	
							egular:		19,464.29	
						N	Ion-Capitalizing	\$	0.00	
						C	apitalized:	\$	0.00	
							Negative		Non-	
					Curr Balance	Capitalized	Amortization	Regular	Capitalizing	
Dish Date	Token	Status	Type	Curr Principal					Interest	
Disb Date	Token		Туре	Curr Principal	(Includes Int)	Interest	t Interest	Interest	Interest	
Disb Date 08/27/2012	<b>Token</b> 425	Status DE PPSE	<b>Type</b> Parent	Curr Principal \$10,935.00		Interest	t Interest	Interest		
	425	DE		1752	(Includes Int)	Interest	t Interest	Interest	50	

Figure 31. Example of the Interest Capitalization/Accrual overlay

# **The Status History Overlay**

Select *Actions > Account Info > Status History* to access the Status History overlay. Refer to <u>Viewing Account Information</u> for details on navigating the Status History overlay and the type of information it contains.

The Status History overlay defaults to the *Serviced Accounts* tab, which displays the current status of each token attributed to each serviced account. Click the drill-down arrow associated to each token, to display previous status information.

rviced Accounts	Non-Serviced	Accounts Deferment/Forbearance Inquiry	
.S. DEPARTMEN	T OF EDUCATIO	N (888888)   Direct Parent PLUS   000000000000000	
Token	Туре	Curr Status	
0000000000	Parent	At Least Half Time Study Deferment as of 05/29/2016	•
I.S. DEPARTMEN Token	IT OF EDUCATIO	N (888881)   Direct Stafford   00000000000000000000000000000000000	
			•
Token	Туре	Curr Status	,
<b>Token</b> 00000000001	<b>Type</b> Sub	Curr Status Paid by Payment as of 05/03/2014	, , ,

Figure 32. Example of the Serviced Accounts tab, identifying a drill-down arrow associated with a loan token

myCompass Tool Guide for Financial Aid Professionals

erviced Accounts	Non-Servic	ed Accounts Deferment/Forbearance Inquiry		
U.S. DEPARTMEN	IT OF EDUCAT	ION (888888)   Direct Parent PLUS   000000000000000		
Token	Туре	Curr Status		
00000000000	Parent	At Least Half Time Study Deferment as of 05/29/2016	•	
U.S. DEPARTMEN	IT OF EDUCAT	TON (888881)   Direct Stafford   0000000000000001 Curr Status		
Token	<b>Type</b> Sub	Curr Status	~	
Token 00000000001	<b>Type</b> Sub	Curr Status Paid by Payment as of 05/03/2014	~	
Token           00000000001           Status Perio           05/03/2014	<b>Type</b> Sub	Curr Status Paid by Payment as of 05/03/2014 Status	~	
Token 00000000001 Status Perio 05/03/2014 11/25/2012	Type Sub	Curr Status Paid by Payment as of 05/03/2014 Status Paid by Payment	~	

Figure 33. Example of previous status information for a loan token

# The Deferment/Forbearance Inquiry Tab

Select Actions > Account Info > Status History to access the Status History overlay, and then select the Deferment/Forbearance Inquiry tab. Refer to <u>Viewing Account Information</u> for details on navigating the Status History overlay and the type of information it contains.

The *Deferment/Forbearance Inquiry tab* displays deferment and forbearance types, indicating the months used, month limit, and months remaining for each type.

viced Accounts Non-Serviced Accounts Defe	erment/Forbearance Inquiry		
S. DEPARTMENT OF EDUCATION (888888)   Direct Par	ent PLUS   0000000000000000	~	
уре	Months Used	Month Limit	Months Remaining
	0.0	36	36.0
USPENDED PAYMENT FORBEARANCE	2.3	36	33.7
CONOMIC HARDSHIP	0.0	36	36.0
DMINISTRATIVE	4.5		
ULL TIME STUDY	17.9		
ALF TIME STUDY	66.8		
TUDENT ENROLLMENT	76.9		

Figure 34. Example of the Deferment/Forbearance Inquiry tab, displaying hover text

# **The Payment Schedule Overlay**

Select Actions > Payments > PSD - Current to access the Payment Schedule overlay.

The Payment Schedule overlay displays current payment schedules with the ability to drill down and view the loan disbursement(s) associated to the payment schedule and payment schedule details. Click <u>Show Loans</u> to view loan disbursement detail, and then click <u>Show Details</u> to view payment schedule details.

ose Account (1 of 3 Account) U.S. DEPARTMENT OF EDUCATIO Max Payoff Date: 09/28/2023 Start Date Number of Payments Show Loans	N (888888)   Direct Parent PLUS   Monthly Payment Am	
Start Date Number of Payments	Monthly Payment Am	iount
Start Date Number of Payments	Monthly Payment Am	nount
	monenty regimency an	i vuin.
Hide Details		
Interest Rate: 4.320%	Generation Date: 08	8/20/2017
Unpaid Principal Amount: \$3,469.64	First Payment Due Date: 10	0/03/2017
Type Code: Level	Schedule Accrued to Date: 08	8/15/2017
Schedule Category: PRE HERA	Close Date:	
MRP Principal Amount: \$3,470.00	Roll Delinquent Date:	
	Final Payment Date: 09	9/03/2023
Schedule Category: PRE HERA	Close Date:	8/15/2017

Figure 35. Example of the Payment Schedule overlay, displaying payment schedule details

The Payment Schedule overlay can also be accessed by clicking the loan type link in the *Payment Schedule* field of the accountspecific portion of the Serviced Accounts panel.

S. DEPARTMENT OF EDUCATION	(88888) 🥏		Direct Parent PLU	
t Least Half Time Study Defermen	t > 000006	Payment Summary 🔗		
Status date(s):	05/29/2016 - 12/21/2021	Present Amount Due:	N/A	
Orig/Current Balances:	\$4,170.00/ <b>\$</b> 3,903.52	Past Due Amount:	\$0.00	
Guarantor: Cosigner:	US DEPARTMENT OF EDUCATION (581)	Regular Monthly Payment:	N/A	
	JILL E. COSIGNER	Next Due Date:	N/A	
Student		Auto Pay Withdraw:	Deactivated as of 10/19/2015	
student:	JAMAL E. STUDENT	Payment Schedule:	FIX :losed 10/06/2015	
		Max Payoff Date:	12/28/2024	
		No Upcoming Payments	ØPayment History	

Figure 36. Example of the Payment Schedule field, identifying the loan type link

# The Payment Schedule History Overlay

Select Actions > Payments > PSD - History to access the Payment Schedule overlay.

The Payment Schedule History overlay displays expired payment schedules with the ability to drill down and view the loan disbursement(s) associated to the payment schedule and payment schedule details. Click <u>Show Loans</u> to view loan disbursement detail, and then click <u>Show Details</u> to view payment schedule details.

			TION (888888)   Direct			
Start Date	# of Payments	Monthly Payn	nent Amount	Description		
05/18/2015	88	\$50.00		Level	•	
11/03/2012	116	\$53.26		Level		
* Hide Lo	ans					
Disb Date	Type/IR	Token		Monthly Payme	ent Amount	
05/24/2011	Parent/ 7.900%	00000000000			N/A	
Disb Date	Type/IR			Monthly Payme		
Hide De Interest Rate:	tails 7.900%	i	Generation Date	: 10	/14/2012	
Unpaid Princip	oal Amount: \$4,311	.30	First Payment D	ue Date: 11	/03/2012	
Type Code:	Level		Schedule Accrue			

Figure 37. Example of the Payment Schedule History overlay, displaying the loan disbursement and payment schedule details

# **The Incentives Overlay**

Select Actions > Payments > Incentives to access the Incentives overlay.

The Incentives overlay displays a summary of all incentives applied to a particular account. By clicking the arrow associated with the incentive type, more details display.

	ount (1of 3 Accoun RTMENT OF EDUCAT	ts) 10N (888888)   Direct P	arent PLUS   \$3,903.52	2		
Туре	Status	2	itatus as of Date	Program		
Principle	Permanent	C	5/25/2011	Direct Loan I	Rebate	•
ACH	Lost (NOACH)	Q	8/26/2015	ACH interest	t rate reduction	Ŧ
<ul> <li>Details</li> <li>Requirer</li> </ul>	ments Met:	Yes	Ineligit	le Date:	08/26/2015	
Eligible D	Date:	04/07/2015	Perma	nently Ineligible Dat	e: -	
	ts Made:		Loss D	ason:	NOACH	

Figure 38. Example of the Incentives overlay, identifying additional detail

# Four Commonly Used Features: A Close-Up View

This section provides information about and instructions for the following activities within myCompass.

- **Note:** Functionality is limited based on access rights. Not all options display for all users. Additionally, your access to myCompass is limited to view-only; you cannot make updates to customer accounts.
  - Viewing account information, including status history

- Checking the status of a Direct Consolidation Loan application
- Viewing enrollment information, including enrollment history
- Viewing payment information, including payment history

### Viewing Account Information

### How Do I Access Account Information?

Account information is available from the Actions panel in myCompass. Complete the following to access it.

- 1. Search for the customer in myCompass, pulling up their account details. Refer to myCompass Overview for Business Partners, available on Support Central, for more information.
- 2. Select Account Info in the Actions panel.

					EXTERNAL USER	
jmyCompass <u></u> ရ <u>Change Account</u>		You're speaking to: EXTERNAL USE About: JANE BORROWER SSN (GLD): 9			External User Transfer	
NE BORROWER 999-99-9999 (77777777)					SCRATCH PAD	
Name					Add your comments, notes or thoughts.	
JANE BORROWER						
_					·	
Address =		Phone & Email		Consent	¢ actions	
Address = 1234 MARI STREET		Phone & Email	Ext	Consent Yes	¢ ACTIONS	
		Pri 💙 (555) 555-5555		Yes	¢ actions	
1234 MAN STREET		Pri         (555) 555-5555           Alt         Phone	Ext			
1234 MAN STREET Second Address Line MADBON		Pri 💙 (555) 555-5555		Yes	 Account Info	
1234 MAN STREET Second Address Line	Y	Pri         (555) 555-5555           Alt         Phone	Ext	Yes		
1234 MAN STREET Second Address Line MADISON		Pri         V         (555) 555-5555           Ak         V         Phone           -         V         Phone	Ext	Yes	 Account Info	

Figure 39. Example of the myCompass interface, identifying the Account Info menu item in the Actions panel

The Account Info menu expands, displaying available options. Refer to the <u>What Account Information Is Available in</u> <u>myCompass?</u> section for more information about these options.

			✓ EXTERNAL USER
or the second s		You're speaking to: EXTERNAL USER About: JANE BORROWER SSN (GLD): 999-99-9999 (777777777)	External User Transfer
JANE BORROWER 999-99-9999 (777777777)			🗣 SCRATCH PAD
Name JANE BORROWER			Add your comments, notes or thoughts.
Address =		Phone & Email	Consent ¢ ACTIONS
1234 MAN STREET		🖃 Pvi 💙 (555) 555-5555 . Ext	Yes Account Info
Second Address Line		At V Phone Ext	N/A Search for a task
CO - COLORADO	$\checkmark$	Phone Ext	Search for a task
55555		jorrower@nomail.com	Employer Inquiry
50500			Reference Inquiry
Language:			Status History
Ø School:		Communication Preferences	Interest Rate History
Original Demo			Reset All   Save
SERVICED ACCOUNTS (3)			
Summary		Payments	

Figure 40. Example of the myCompass interface, identifying the expanded Account Info menu in the Actions panel

#### How Do I View and Navigate Status History?

- 1. Search for the customer in myCompass, pulling up their account details. Refer to *myCompass Overview for Business Partners*, available on Support Central, for more information.
- 2. In the Actions panel, select Account Info, and then click Status History in the menu that displays.

CACTIONS	
Actions > Account Info	
Search for a task	
Employer Inquiry	
Reference Inquiry	
Status History	
Interest Rate History	1933
Interest Capitalization/Accrual	

Figure 41. Example of the Actions panel, identifying the <u>Status History</u> link

The Status History overlay opens, showing status changes displayed by group at a loan disbursement (i.e., token) level.

- 3. Navigate the customer's status history, as needed.
  - Serviced Accounts: Select this tab to view the customer's status history for GLELSI serviced accounts.
  - Non-Serviced Accounts: Select this tab to view the customer's status history for non-GLELSI serviced accounts.
  - **Deferment/Forbearance Inquiry**: Select this tab to view details about the most common deferred payment options available.

rviced Accounts	Non-Serviced	Accounts Deferment/Forbearance Inquiry	
J.S. DEPARTMEN	T OF EDUCATION	Direct Stafford	
Token	Туре	Curr Status	
11276280421	Sub	Repayment as of	,
11278289422	Unsub	Repayment as of	•
11276293423	Sub	Repayment as of	•
11278285424	Sub	Repayment as of	,
11276280425	Unsub	Repayment as of	•
I.S. DEPARTMEN		Federal Stafford	
Token	Туре	Curr Status	
11276259425	Sub	Repayment as of	•
	Unsub	Repayment as of	

Figure 42. Example of the Status History overlay with the Serviced Accounts tab selected

4. As needed, click the arrow corresponding to the appropriate loan token to expand additional details about its status history.

viced Accounts	Non-Servie	ed Accounts Deferment/Forbearance Inquiry	
.S. DEPARTMENT	OF EDUCA	TION   Direct Stafford	
Token	Туре	Curr Status	
1076259421	Sub	Repayment as of	$\overline{\mathbf{\cdot}}$
Status Period		Status	
-		Repayment	
2		Repayment	
-		Income Contingent Document Forbearance	
-		Suspended Payments Forbearance	
-		Income Contingent Document Forbearance	
2		Grace	
		Repayment	
2		In School Full-Time	
-		In School At Least Half-Time	
-		In School Full-Time	
CONTRACTOR OF	Unsub	Repayment as of	•
11276280423	Sub	Repayment as of	۲
POINT REPORT	Sub	Repayment as of	•
	Unsub	Repayment as of	•

Figure 43. Example of the Status History overlay, identifying the navigation for viewing details at the loan token level

**Tip:** You can typically get a clear perspective on the account grouping as a whole by viewing the oldest disbursement. In general, most disbursement status histories within an account are aligned.

### What Account Information Is Available in myCompass?

The following table provides a comprehensive list of the account information and actions available in myCompass.

Option	Description
Employer Inquiry	Provides contact information for employers who may have been contacted during skiptracing efforts.
Reference Inquiry	Provides contact information for references who may have been contacted during skiptracing efforts.
Status History	Provides a historical timeline of status changes, displayed by group at a loan disbursement (i.e., token) level. Refer to the <u>How Do I View and Navigate Status History?</u> section for more information about this topic.
Transaction History	Provides a historical list of transactions, with options for recent history and full history, that can be filtered by transaction type.
Interest Rate History	Provides a historical view of changes to the interest rate over the life of a loan. Note: Direct Loans have a fixed interest rate.
Interest Capitalization/Accrual	Provides a detailed breakdown of differing interest types and how those amounts were applied to each account grouping at the loan disbursement (i.e., token) level.

### **Viewing Direct Consolidation Loan Application Statuses**

### How Do I Access Direct Consolidation Loan Information?

Direct Consolidation Loan information is available from the Actions panel in myCompass. Complete the following to access it.

- 1. Search for the customer in myCompass, pulling up their account details. Refer to *myCompass Overview for Business Partners*, available on Support Central, for more information.
- 2. Select *Direct Loan Consolidation* in the Actions panel.

				✓ EXTERNAL USER
🙋 myCompass 🚍 ရ change Account		You're speaking to: EXTERNAL USER About: JANE BORROWER SSN (OLID): 505-03-8999 (777	External User Transfer	
JAIRE BORROWER 999 99 9999 (777777777)				SCRATCH PAD
Name JANE BORROWER				Add your comments, notes or thoughts.
Address =		Phone & Email	Consent	¢ ACTIONS
1234 MAN STREET Second Address Line			Ext Yes	
MADISON			Ext N/A	Account Info >
CO - COLORADO	$\checkmark$	jborrower@nomail.com		Direct Loan Consolidation
55555				Enrollment
Language:				Payments >
Ø School:		Communication Preferences		

Figure 44. Example of the myCompass interface, identifying the Direct Loan Consolidation menu item in the Actions panel

The Direct Loan Consolidation menu expands, displaying available options. Refer to the <u>What Direct Consolidation</u> <u>Loan Information Is Available in myCompass?</u> section for more information about these options.

								✓ EXTERNAL USER
🍯 myCompass 🚍 ၛ Shange Account	Q Change Accessed     You're speaking for EXTERIAL USER     About: Jone EXREMINE Son (PLUE, Moliking (7777777))						External User Transfer	
JANE BORROWER 999 99 9999 (77777777)								SCRATCH PAD
Name JANE BORROWER								Add your comments, notes or thoughts.
Address =		1 F	Phone	& Erna			Consent	✿ ACTIONS
1234 MAIN STREET		12	Pri	~	(555) 555-5555	Ext	Yes	Actions > Direct Loan Consolidation
Second Address Line			Alt	~	Phone	Ext	N/A	ELECTIC - Direct Controllogicum
MADISON				~	Phone	Ext		L
CO - COLORADO	~	1.1.	jborr	owerg	nomail.com			DL Consolidation Application Status
55555								UL Consolidation Application Status

Figure 45. Example of the myCompass interface with the Direct Loan Consolidation menu expanded in the Actions panel

### How Do I View and Navigate Application Status?

- 1. Search for the customer in myCompass, pulling up their account details. Refer to myCompass Overview for Business Partners, available on Support Central, for more information.
- 2. In the Actions panel, select *Direct Loan Consolidation*, and then click <u>DL Consolidation Application Status</u> in the menu that displays.

The Direct Loan Consolidation Application overlay opens, showing application information, including status and other details.

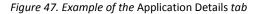
- 3. Navigate the customer's application information, as needed.
  - Application Status: Select this tab to view details about the current status of the Direct Consolidation Loan application.

	NSOLIDATION APP	LICATION   🕂		
pplication Status	Application Details	Original Application	Modify Application	
We've received you your student loan s		ation application from th	e U.S. Department of Education	on. Thank you for choosing us as
/iew Application (e	<u>Slic)</u>			
(i) In Progress: Y	our application is curre	ntly being processed.		
urther Details				
• We're actively g				Ince we receive and process the
<ul> <li>We're actively g information, yo</li> <li>Meanwhile, con</li> </ul>	ur previous loans will b ntinue to make payme	e paid off, and we'll crea nts on your current loan	te a new consolidation loan. s, if you're required to do so,	until we notify you the consolidation
information, yo	ur previous loans will b ntinue to make payme you're having difficulty r	e paid off, and we'll crea nts on your current loan	te a new consolidation loan. s, if you're required to do so,	
<ul> <li>We're actively g information, yo</li> <li>Meanwhile, con is complete. If y repayment opti</li> </ul>	ur previous loans will b ntinue to make payme rou're having difficulty r ions.	e paid off, and we'll crea nts on your current loan	te a new consolidation loan. s, if you're required to do so,	until we notify you the consolidation
<ul> <li>We're actively g information, yo</li> <li>Meanwhile, con is complete. If y repayment opti</li> </ul>	ur previous loans will b ntinue to make payme rou're having difficulty r ions.	e paid off, and we'll crea nts on your current loan	te a new consolidation loan. s, if you're required to do so,	until we notify you the consolidation ervicers to discuss your available
<ul> <li>We're actively g information, yo</li> <li>Meanwhile, con is complete. If y repayment opti</li> <li>Loan Holder/Servi</li> </ul>	ur previous loans will b ntinue to make payme rou're having difficulty r ions.	e paid off, and we'll crea nts on your current loan	te a new consolidation loan. s, if you're required to do so,	until we notify you the consolidation ervicers to discuss your available Status

Figure 46. Example of the Application Status tab

- Application Details: Select this tab for the current view of the loan information with the loan type, disbursed date, and estimated balance from the Loan Verification Certificate (LVC), if received. It may also contain add-on loans that were not part of the original application. If the LVC is not yet received, *No loan information available* displays.
  - **Note:** This tab provides no distinction between which loans are to be included and which loans are not to be included.

pplication Status	Application Details	Original Application	Modify Application			
Loan Holder/Servio	cer	Loan Type		Disbursed	Estimated Balance	
DEPT OF ED-DEBT	COLLECTION SERV	Unsubsidized Fede	ral Stafford (Unsub)	8/8/1994	\$1,595.91	
DEPT OF ED-DEBT	COLLECTION SERV	Unsubsidized Fede	ral Stafford (Unsub)	1/23/1995	\$3,406.08	



• Original Application: Select this tab to view loan information as it was at the time the electronic application was received. It provides details on which loans the borrower requested to have included in the consolidation and which loans, if any, the borrower requested to have excluded. Information is only displayed on this tab in cases where the application was submitted through the Federal Student Aid website

(<u>https://studentloans.gov</u>). If the borrower submitted a paper application, no information displays.

ncluded				
oan Holder/Servic	er	Loan Type	Disbursed	Estimated Balance
DEBT MANAGEMEN	IT AND COLLECTIONS SYSTEM	Subsidized Federal Stafford	12/27/1994	\$2,218.00
DEBT MANAGEMEN	IT AND COLLECTIONS SYSTEM	Unsubsidized Federal Stafford	9/27/1994	\$1,575.00
DEBT MANAGEMEN	IT AND COLLECTIONS SYSTEM	Unsubsidized Federal Stafford	1/24/1995	\$3,362.00
DEBT MANAGEMEN	IT AND COLLECTIONS SYSTEM	Subsidized Federal Stafford	1/24/1995	\$1,926.00
				Total: \$9,081.00

*Figure 48. Example of the* Original Application *tab* 

### What Direct Consolidation Loan Information Is Available in myCompass?

The following table provides a comprehensive list of the Direct Loan consolidation information available in myCompass.

**Note:** Functionality is limited based on access rights. Not all functionality displays for all users. Additionally, your access to myCompass is limited to view-only; you cannot make updates to customer accounts.

Option	Description
DL Consolidation Application Status	Provides details about the current status of the Direct Consolidation Loan application.

### **Viewing Enrollment Information**

### How Do I Access Enrollment Information?

Enrollment information is available from the Actions panel in myCompass. Complete the following to access it.

- 1. Search for the customer in myCompass, pulling up their account details. Refer to myCompass Overview for Business Partners, available on Support Central, for more information.
- 2. Select *Enrollment* in the Actions panel.

			🗸 EXTERNAL USER
💋 myCompass 🚍 ဇ shange Assount		You're speaking to: EXTERNAL USER About: JANE BORROWER SSN (SLID): 555-76-7655 (77777777)	External User Transfer
JANE BORROWER 999 99 9999 (777777777)			SCRATCH PAD
Name JANE BORROWER			Add your comments, notes or thoughts.
Address =	1	Phone & Email	
1234 MAN STREET		Pri 💙 (555) 555-5555 Ext	Consent Consent Yes
Second Address Line		At Phone Ext	N/A
MADISON		Phone Ext	Account Info
CO - COLORADO	$\sim$	jborrower@nomail.com	Direct Loan Consolidation
55555			Enrollment
Language:			Payments
Ø <u>School:</u>		Communication Preferences	

Figure 49. Example of the myCompass interface, identifying the Enrollment menu item in the Actions panel

The Enrollment menu expands, displaying available options. Refer to the <u>What Enrollment Information Is Available in</u> <u>myCompass?</u> section for more information about these options.

myCompass = 9 Change Accounts				ing to: EXTERNAL USER	1-5555 (TTTTTTT)		EXTERNAL USER External User Transfer
JANE BORROWER 999 99 9999 (77777777)							SCRATCH PAD
JANE BORROWER							Add your comments, notes or thoughts.
Address =	i.	Phor	ne & E	mail		Consent	✿ ACTIONS
1234 MAIN STREET		Pri Pri		✓ (555) 555-5555	Ext	Yes	
Second Address Line				✓ Phone	Ext	N/A	Actions > Enrollment
MADISON		ı Î		✓ Phone	Ext		
CO - COLORADO	$\sim$	b		er@nomail.com			
55555							Enroliment Tool
Language:							Enrollment History

Figure 50. Example of the myCompass interface, identifying the Enrollment menu expanded in the Actions panel

### How Do I View and Navigate Enrollment History?

- 1. Search for the customer in myCompass, pulling up their account details. Refer to myCompass Overview for Business Partners, available on Support Central, for more information.
- 2. In the Actions panel, click *Enrollment*, and then click <u>Enrollment History</u> in the menu that displays.

The Enrollment History overlay opens, displaying enrollment information.

Certification Date 🔻	Method ≑	Received Date \$	Transaction Date 🗢	
06/02/2017	NSLDS (Electronic)	06/13/2017	06/13/2017	•
03/13/2017	NSLDS (Electronic)	04/11/2017	04/11/2017	۲

Figure 51. Example of the Enrollment History overlay

3. Click the arrow for the enrollment history row to navigate the customer's status history and view details, as needed.

IROLLMENT HISTORY	÷ ℃					
Certification Date 🔻	Method 🗢	Received Date \$	Transaction Da	ate ≑		
06/02/2017	NSLDS (Electronic)	06/13/2017	06/13/2017	$\odot$		
School Name (ID):	REVER UNDERSTRY (I	#21848E)	Status:	Less Than Half		
Period:	N/A - N/A			Time		
Less than Half-Time as of:	05/06/2017		Summer Def Resume I	t: N/A		
Method:	NSLDS (Electronic)		Condition:	Graduated		
03/13/2017	NSLDS (Electronic)	04/11/2017	04/11/2017	•		

Figure 52. Example of the Enrollment History overlay, identifying the arrow used to expand enrollment details

#### What Enrollment Information Is Available in myCompass?

The following table provides a comprehensive list of the enrollment information and actions available in myCompass.

Option	Description
Enrollment Tool	Opens the Enrollment flow, which guides contact center agents through options based on the customer's unique situation. The flow is dependent on many variables such as loan type, status, customer type selected, etc.
Enrollment History	Provides a historical timeline of enrollment changes, displayed by certification date. Refer to the <u>How Do I View and Navigate Enrollment History?</u> section for more information about this topic.

### **Viewing Payment Information**

#### How Do I Access Payment Information?

Payment information is available from the Actions panel in myCompass. Complete the following to access it.

- 1. Search for the customer in myCompass, pulling up their account details. Refer to myCompass Overview for Business Partners, available on Support Central, for more information.
- 2. Select *Payments* in the Actions panel.

			✓ EXTERNAL USER
🎯 myCompass 🚍 ဇ ငာခက္ခန္ Account		You're speaking to: EXTERNAL USER About: JANE BORROWER SISN (0LID): 565-55-5555 (777777777)	External User Transfer
JAIRE BORROWER 999 99 9999 (777777777)			🔽 SCRATCH PAD
Name JANE BORROWER			Add your comments, notes or thoughts.
Address	-	Phone & Email	Consent
1234 MAIN STREET		Pri 🗸 (555) 555-5555 Ext	Yes
Second Address Line		Alt V Phone Ext	N/A
MADISON		Phone Ext	Account Info
CO - COLORADO	~	jborrower@nomail.com	Direct Loan Consolidation
55555			Enrolment
Language:			Payments
Ø <u>School:</u>		Communication Preferences	

Figure 53. Example of the myCompass interface, identifying the Payments menu item in the Actions panel

The Payments menu expands, displaying available options. Refer to the <u>What Payment Information Is Available in</u> <u>myCompass?</u> section for more information about these options.

										✓ EXTERNAL USER
			You Abou	resp it J	ieakin NE BOF	g to: EXTERNAL   RROWER SSN (GLID): :	USER 599-59-5999 (77777	77)		External User Transfer
JANE BORROWER 999-99-9999 (777777777)										SCRATCH PAD
Name										Add your comments, notes or thoughts.
Anne BORROWER										
			- 1	hone	& Ema	ail .				
1234 MAN STREET				Pri	~	(555) 555-5555			Consent	CTIONS
Second Address Line				Alt				Ext	Yes N/A	Actions > Payments
MADISON			5	All	~			ixt	NA	1
Address E Second Address Line MAddon Cocouchabo	~		12	-		@nomail.com		xt		Colculate Payoff
55555			_	100	ino in citi	grional com				How Payments are Applied
Language:										Incentives
School: CUNY YORK COLLEGE (00475900)		\$	omm	unicat	ion Pre	eferences				Payment History
										PSD - Current
Original Demo									Reset All   Save	PSD - History
		_			-					Late Charge Inquiry
SERVICED ACCOUNTS (3)										Payment Tool
- Summary					nents	aal				
Present Total Balance: \$99,453.49				- ayn	merile 10	200				

Figure 54. Example of the myCompass interface, identifying the Payments menu expanded in the Actions panel

#### How Do I View and Navigate Payment History?

- 1. Search for the customer in myCompass, pulling up their account details. Refer to myCompass Overview for Business Partners, available on Support Central, for more information.
- 2. In the Actions panel, click *Payments*, and then click <u>Payment History</u> in the menu that displays.

CTIONS
Actions > Payments
Search for a task
Calculate Payoff
How Payments are Applied
Incentives
Payment History
PSD - Current
PSD - History
Late Charge Inquiry
Payment Tool

Figure 55. Example of the Actions panel, identifying the Payment History link

The Payment History overlay opens, showing the most-recent 12 months of transactions.

- 3. Navigate the customer's payment history, as needed.
  - Full Payment History: Click <u>View Full Payment History</u> in the Payment History heading bar.
  - Account-Level Payment History: Select the appropriate grouping from the Choose Account drop-down list.
  - Loan-Level Payment History: Select the appropriate grouping from the Loan Token drop-down list.

AYMENT HISTOR	Y   💠 View Full Paymen	t History	All payment history
Choose Account (0 o Show All Accounts	f1 Account)		Account-level payment history
6	Preference <u>REPAYE Incr</u>	reased Amount	Loan-level payment history
Loan Token:	An TOKETIS		
Date	Payment Type	Method	Total Amount
04/06/2018	Scheduled	Online	\$500.00 •
03/09/2018	Payment	Online	\$500.00 •
03/06/2018	Payment	Auto Pay	\$205.00 ►
02/09/2018	Payment	Online	\$500.00 +
02/06/2018	Payment	Auto Pay	\$205.00 >
12/06/2017	Payment	Auto Pay	\$205.00 +

Figure 56. Example of the Payment History overlay, identifying the payment history navigation options

- 4. Click the arrow corresponding to the payment in the Total Amount column to expand additional details about the payment.
  - **Note:** The *REPAYE Increased Amount* tab only contains data if the customer has had increased payment amounts at some point in the past.

### What Payment Information Is Available in myCompass?

The following table provides a comprehensive list of the payment information and actions available in myCompass.

Option	Description	
Calculate Payoff	Provides access to the Calculate Payoff Tool, which allows contact center agents to determine the payoff amount for accounts.	
How Payments Are Applied	Opens the " <u>How Payments Are Applied</u> " Knowledge Center article on the Great Lakes website ( <u>https://www.mygreatlakes.org</u> ).	
Incentives	Provides a summary of student loan incentives (e.g., Direct Loan rebate or Automated Clearing House interest rate reduction), including an account summary of incentives and program definitions.	
Payment History	Provides access to the customer's history of payments. Refer to the <u>How Do I View and</u> <u>Navigate Payment History?</u> section for more information about this topic.	
PSD – Current	<ul> <li>Provides details about the active payment schedule and disclosures (PSD), such as monthly payment and due date.</li> <li>Note: This page may not reflect any due date/payment amount changes that have processed since the PSD was generated.</li> </ul>	

Option	Description
PSD – History	Provides historical details about all PSDs that have existed for a given account grouping. Expandable details allow users to drill down to more specific information about the PSD, in some cases, even down to payment amounts at the loan level.
Late Charge Inquiry	Provides details about any late charges presently due, as well as late charge history.