

# Nsight Plus

## Skip Tracing Report Guide



## How to Run and Interpret an Nsight Plus Skip Tracing Report



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# Overview of Program

This guide offers a straightforward explanation of how to run an Nsight Plus Skip Tracing Report. It also provides instructions on how to understand and utilize the information in the report.


## Pulling the Skip Report


When you log in to Nsight Plus, your reports are ready to be run.


1. Expand the **Reports** section by clicking the  next to **Report**
2. Expand the **General Portfolio Information Reports** section by clicking the 
3. The **Skip Tracing Report** is #6 in this section (see screenshot below)

**nelnet.**  
EDUCATION LOAN  
SERVICING


Home Contact Info For All Servicers My School Codes Contact Us My Profile Go To Nsight Borrower Search Log off


 Cohort Report for Servicers Using Nsight

 General Loan Information by School and Branch Code

**1**  Reports

If you would like to continue navigating in Nsight Plus while your report is running, please use the Schedule Report option and select "Run Once".  
When running reports ad hoc, typical run time is approximately less than five minutes. Report run time will vary based on amount of data being pulled back and number of servicers servicing loans.

 Delinquency Reports

**2**  General Portfolio Information Reports


1. Core Borrower Level Data Report  
The core borrower report is the main report used for general comprehensive information research.  
[View Sample Report](#) [Schedule Report](#)

2. Grace Period End Report  
The Grace Period End Report will give you a list of all students in their grace period.  
[View Sample Report](#) [Schedule Report](#)


3. Deferment & Forbearance End Report  
The Deferment & Forbearance End Data report will give you all students within 45 days of leaving deferment or forbearance.  
[View Sample Report](#) [Schedule Report](#)

4. Deferment & Forbearance Level Data Report  
The Deferment & Forbearance Level Data Report will give you general information for all students in deferment or forbearance.  
[View Sample Report](#) [Schedule Report](#)

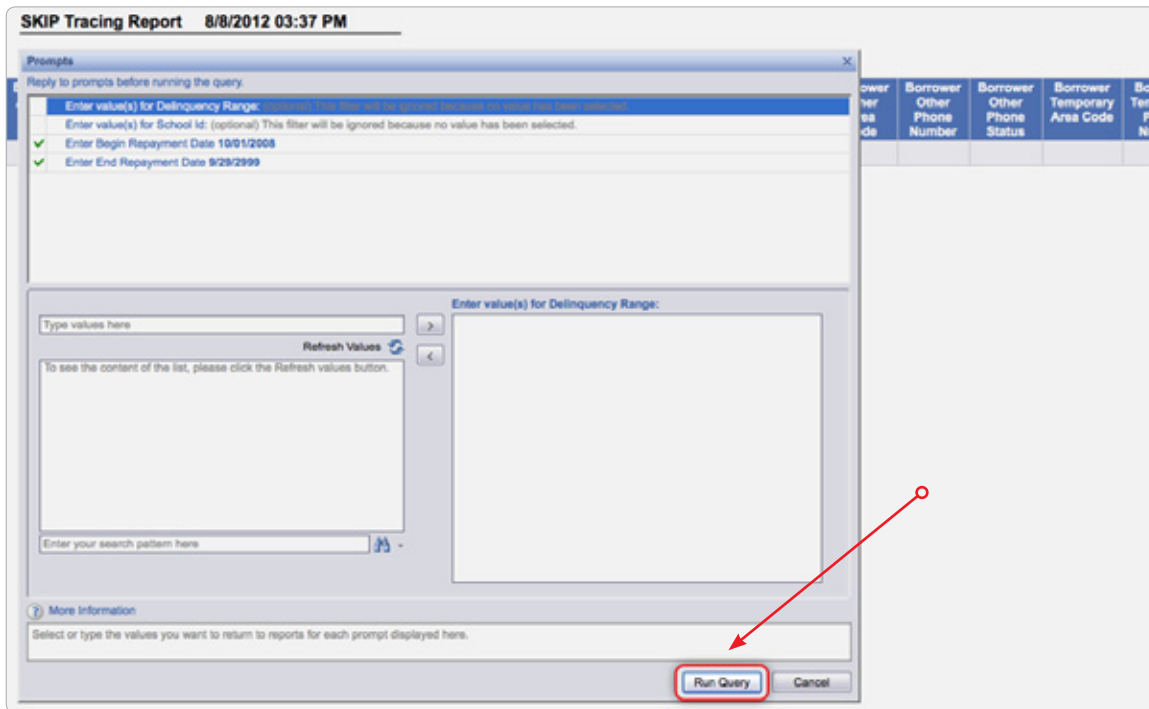
5. Reference and PLUS Dependent Report  
The Reference and PLUS Dependent Report returns reference and PLUS dependent information for your school.  
[View Sample Report](#) [Schedule Report](#)

**3**  6. Skip Tracing Report  
The Skip Tracing Report will return data on students currently in Skip (invalid address or phone on system). [Schedule Report](#)

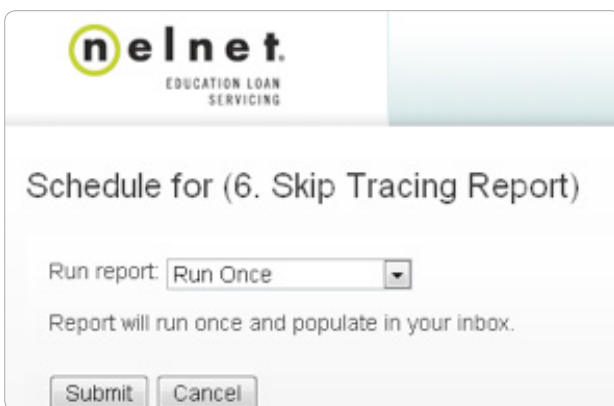
6a. Skip Tracing Report  
The Skip Tracing Report will return data on students currently in Skip (invalid address or phone on system).  
[View Sample Report](#) [Convert Report to Chart](#) [Schedule Report](#)

 7. Nsight User Admin - Under Construction

4. You have two ways to pull the Skip Tracing Report
  - a. You can run it up front by clicking on its name (6. Skip Tracing Report)
    - i. Once you click the name of the report, a prompt window will open
    - ii. Adjust the prompts if you wish
      1. If you do not adjust prompts, you will get a report on the last three cohort years





- iii. The report will cycle and return data
  1. The time it takes the report to run will depend on school access, and may take longer if you pull the reports up front
  2. We suggest auto-scheduling a report (**Run Now**) so you can continue to navigate the program
    - a. See the next section to learn how to auto-schedule a report
- b. You can run a report on the back end by clicking **Schedule Report** under the report name
  - i. Once you click **Schedule Report**, a new window will open with your scheduling options

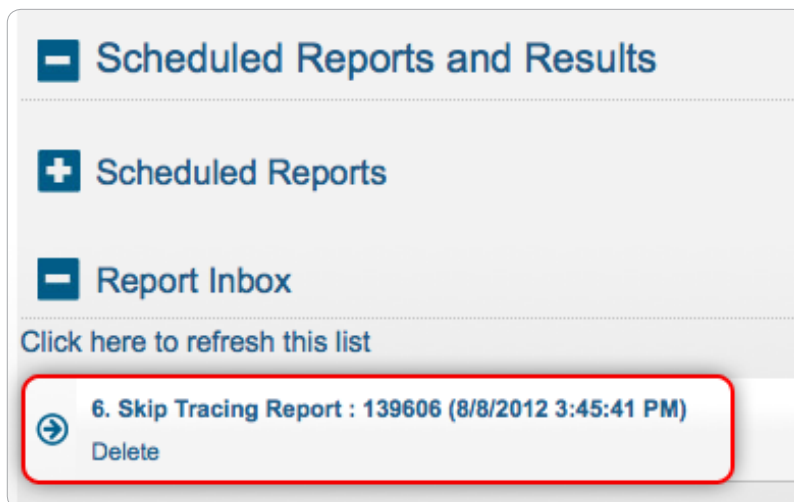


1. You can adjust the frequency by clicking the drop-down arrow next to **Run Report**
  - a. Selecting **Run Once** will auto-pull information from the last three cohort years, and will deliver the report to your Nsight Plus inbox
2. If you adjust the frequency, you'll see more options for frequency and delivery location
  - a. If you want information from more than just the last three cohort years, pull the report up front (refer to section 4A for instructions)
3. Once you've selected your frequency, click **Submit**
  - a. The report will pull from the back end, so feel free to navigate the rest of the program while the report runs

## Picking up the Skip Tracing Report from Your Inbox

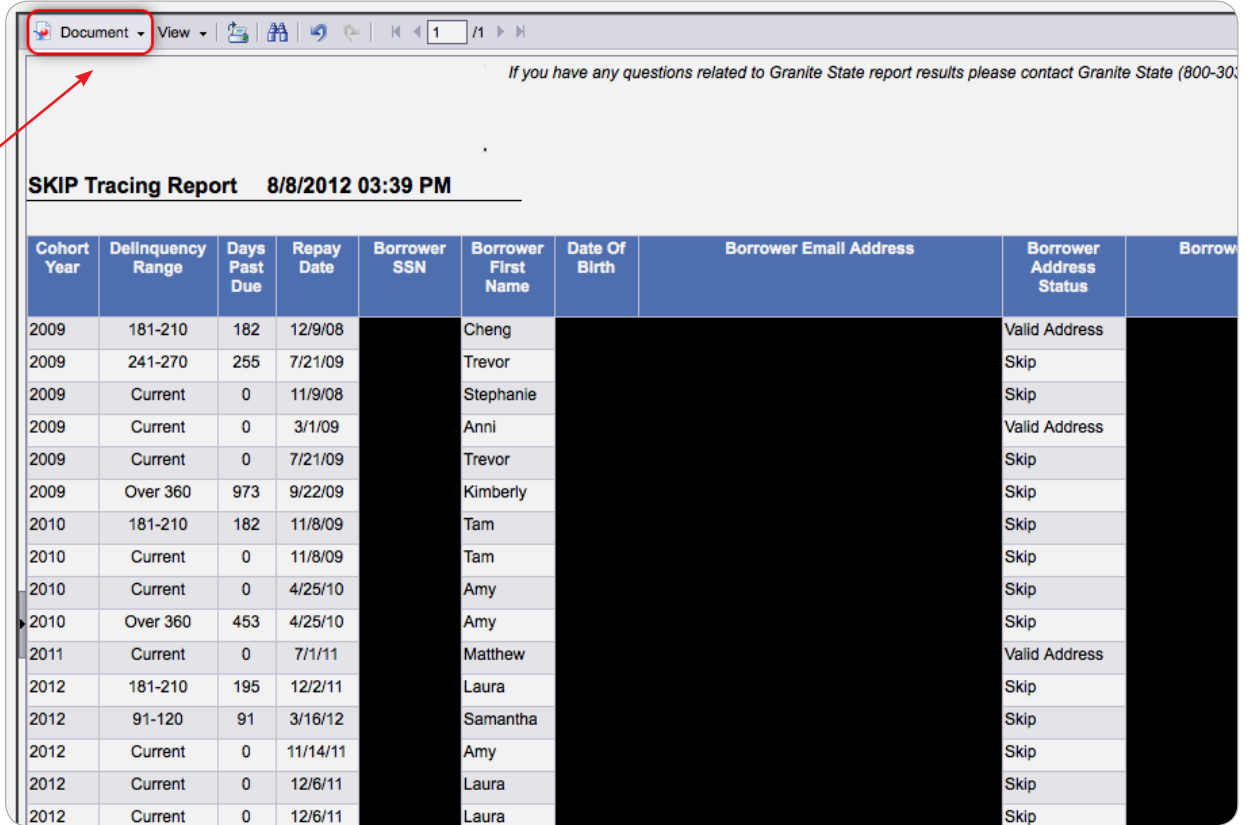
When you log in to Nsight Plus, your inbox will be located in the **Scheduled Reports and Results** section.

1. Expand the **Scheduled Reports and Results** section by clicking the 
  - a. You'll see two options once you've expanded this section
    - i. Scheduled Reports
      1. This is where auto-scheduled reports will show up, in case you need to check their frequency or status
        - a. Run Now Reports do not show in this section, since they are a one-time-only report
    - ii. Your Report Inbox is where any auto-scheduled reports will appear
      1. Expand the **Report Inbox** section by clicking the 
      2. You'll see the report you auto-scheduled in this section, along with the date and time that you pulled the report



3. Click the name of the report to open the report

4. The report will open in another browser window (screenshot below)



5. To export the report, click the Document button (highlighted above)

6. Each servicer will have a tab at the bottom (if you do not have access to a servicer, no information will populate)

- a. **Save to My Computer** will export just the tab you have selected
- b. **Save Report to My Computer** will export all tabs

# Understanding the Skip Tracing Report

The Skip Tracing Report is a simple and direct report that gives you all the current demographic information on file, as well as information regarding report validity. The Skip Tracing Report returns values on the loan level, sorted by cohort year. Each field of the Skip Tracing Report is explained below.

## Fields on the Skip Tracing Report (in the order they appear on the report)

1. **Cohort Year**—Cohort year the loan is associated with
2. **Delinquency Range**—Delinquency range the loans falls into
3. **Days Past Due**—Specific number of days that the loan is past due, or if the loan is current
4. **Payment Date**—Date that the loan entered into repayment
5. **Borrower SSN**—Borrower's Social Security number
6. **Borrower's First Name**—Borrower's first name
7. **Borrower's Last Name**—Borrower's last name
8. **Date of Birth**—Borrower's date of birth
9. **Borrower's E-mail Address**—Borrower's e-mail address
10. **Borrower Address Status**—Whether the information on our report has been validated or invalidated
11. **Borrower Address 1**—Borrower's primary address in system
12. **Borrower Address 2**—Borrower's apartment or suite number
13. **Borrower's City**—Borrower's city of residence
14. **Borrower's State**—Borrower's state of residence
15. **Borrower ZIP**—Borrower's ZIP code
16. **Borrower's County**—Borrower's county of residence
17. **Borrower Address Source**—Where the address information came from
18. **Borrower Permanent Area Code**—Area code of borrower's permanent phone number
19. **Borrower Permanent Phone Number**—Borrower's permanent phone number
20. **Borrower Permanent Phone Status**—Whether the borrower's permanent phone number has been validated or invalidated
21. **Borrower Temporary Area Code**—Area code of borrower's temporary phone number
22. **Borrower Temporary Phone Number**—Borrower's temporary phone number
23. **Borrower Temporary Phone Status**—Whether the borrower's temporary phone number has been validated or invalidated
24. **Borrower Employer Area Code**—Area code of borrower's employer's phone number
25. **Borrower Employer Phone Number**—Borrower's employer's phone number
26. **Borrower Employer Phone Status**—Whether the borrower's employer's phone number has been validated or invalidated
27. **Borrower Account Number**—Borrower's account number
28. **Enrollment Status**—Borrower's enrollment status
29. **Enrollment Effective Date**—Borrower's enrollment effective date
30. **Grad Sep Date**—Date that the borrower has graduated or separated, or the anticipated date of this event
31. **Servicer ID**—Servicer ID
32. **Lender ID**—Lender ID
33. **Database Source**—Database that the loan is housed in