

# HOW TO

## Retrieve and Restore Imaged Documents

Campus Partners is happy to announce that imaged documents are available on System 3i. In addition, we have just added the option to **Restore** archived documents, which allows you to retrieve borrower documents imaged since January 1, 2008. Remember your Customer Service Representative is always available to help if you have any questions.

1. Log into System3i <https://system3i.campuspartners.com> using your ID and password.

System3i

Home

Manage your student loan portfolio from anywhere! Bookmark this page

**Warning:** This computer system is restricted to Campus Partners authorized users for Campus Partners business purposes only. The unauthorized access, use or modification of this system, data contained in this system, or data in transit to or from this system is subject to criminal penalties and civil liability. This session is subject to random monitoring.

Customer Login

User ID :

Password:

Login

Forgotten your password?

Need a User ID & Password?

Change Password

CAMPUS PARTNERS

2. From the System 3i page, select the appropriate search method based on the information you have on hand and click on the **Next** button.

Search Sentry System

Search For Borrower. Select Search Type.

by Borrower Number/RAAN Next

by Borrower Number/RAAN

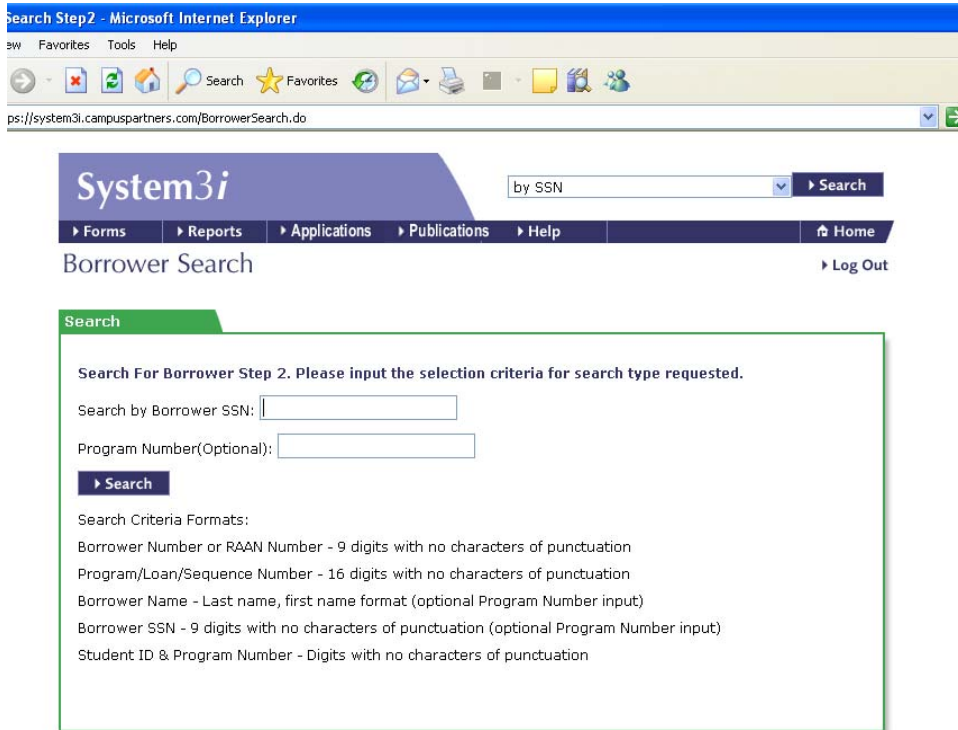
by Program Loan Sequence Number

by Borrower Name

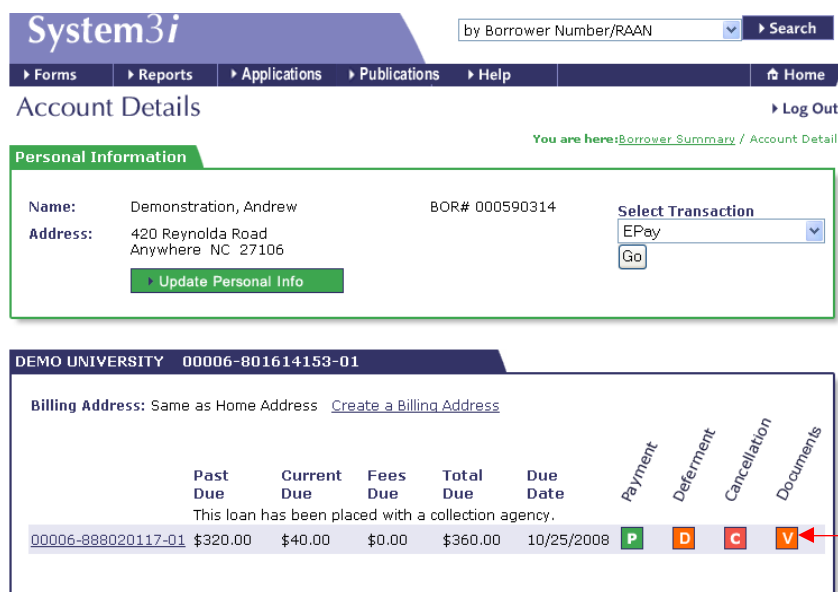
by SSN

by Student ID & Program Number

- From the **Borrower Search** page insert the borrower's information (ex. RAAN, Borrower Number, SSN, Name or Student ID & Program number) into the appropriate field(s) and click on the Search button. Below is an example of the Borrower Search page when SSN is selected:



- From the **Account Details** page click on the icon that is an orange box with a “V” labeled **Documents**.



- Or from the **Loan Details** page you can access the Documents page by clicking on “**Select Transaction**” and select “**Documents**” from the drop down menu.

**System3i** by Borrower Number/RAAN Search

Forms Reports Applications Publications Help Home

**Loan Details** Log Out

You are here: Borrower Summary / Account Details / Loan Details

**Personal Information**

Name: Demonstration, Andrew BOR# 000590314  
 Address: 420 Reynolda Road, Anywhere NC 27106  
 Update Personal Info

**Select Transaction**  
 EPay  
 EPay  
 Calculate Future Payoff  
 Add History Comments  
 Display History Comments  
 Documents

**DEMO UNIVERSITY 00006-801614153-01**

Loan Number:	00006-888020117-01	Loan Type:	Federal Perkins
Loan Amount:	\$2,500.00	Current Due:	\$40.00
Loan Balance:	\$1,550.00	Past Due:	\$320.00
Payoff Amount:	\$1,604.60	Fees Due:	\$0.00
Payoff Date:	10/09/2008	Total Due:	\$360.00
Loan Status:	Past Due	Due Date:	Now
Oldest Bill Date:	02/25/2008	Billing Type:	Statement
Actual Past Due Days:	00214	Billing Frequency:	Monthly
Notif. Days Past Due:	00214		
Interest Rate:	5.000%	Special Billing Amount:	\$0.00
Interest Rate Type:	Fixed	Special Billing End Date:	

- From the **Documents** page you will click on the “**Imaged Documents**” tab found at the bottom of the page.

**System3i** by Borrower Number/RAAN Search

Forms Reports Applications Publications Help Home

**Documents** Log Out

You are here: Borrower Summary / Documents

**Personal Information**

Name: Demonstration, Andrew BOR# 000590314  
 Address: 420 Reynolda Road, Anywhere NC 27106  
 Update Personal Info

**Select Transaction**  
 EPay  
 Go

**General**

Account Number:	<a href="#">00006-801614153-01</a>	School:	DEMO UNIVERSITY
Loan Number:	<a href="#">00006-888020117-01</a>	Loan Status:	Past Due

**Exit Information** **Imaged Documents**

There is no Exit Information Available

- If the borrower has imaged documents, you will find a description of the document type, the date processed, and the status on the **Imaged Documents** page. To view a document in an “Available” status, click on either the document description or date the document was processed. This will open up the document (in Adobe PDF). Documents listed as **Available** were imaged in the last 30 days.

Documents that are archived will display with a link **“Click Here To Restore.”** Click on this link to restore the document. When you click on this link, the status of the document will change to **“Restore in Progress – Click Refresh Page for Status Update.”** The status will change to “Available” when the document has been restored. This process will take a few minutes.

Imaged documents are available dating to January 1, 2008.

**System31** by Borrower Number/RAAN Search

Forms Reports Applications Publications Help Home Log Out

**Imaged Documents**

You are here: Borrower Summary / Documents / Imaged Documents

**Personal Information**

Name: Demonstration, Andrew BOR# 000590314 Select Transaction  
 Address: 420 Reynolda Road EPay  
 Anywhere NC 27106 Go  
 Update Personal Info

**Imaged Documents**

Borrower Number: 000590314 Document Type: View All  
 Account Number: 00006-801614153-01 Process Date Age: View All  
 Program Number: 00006 Search

Document Type	Processed Date	Status
Borrower Correspondence	2008/01/15	Available
Deferment/Forbearance	2008/02/13	<a href="#">Click Here To Restore</a>

Next

8. On the Imaged Documents page, narrow your search by clicking on one of the drop down arrows available: Document Type and Process Date Age. The “View All” is the default value and will display all images available or archived for the borrower.

**System 3i** by Borrower Number/RAAN Search

Forms Reports Applications Publications Help Home Log Out

**Imaged Documents**

You are here: Borrower Summary / Documents / Imaged Documents

**Personal Information**

Name: Demonstration, Andrew BOR# 000590314 Select Transaction  
 Address: 420 Reynolda Road Anywhere NC 27106 EPay  
 Update Personal Info Go

**Imaged Documents**

Borrower Number: 000590314 Document Type: View All  
 Account Number: 00006-801614153-01 Process Date Age: View All  
 Program Number: 00006 Search

Document Type	Processed Date	Status
<a href="#">Campus Based Collateral (Enhanced)</a>	<a href="#">2008/04/28</a>	Available
<a href="#">Loan Verification Certificate (LVC)</a>	<a href="#">2008/04/28</a>	Available
<a href="#">Deferment/Forbearance</a>	<a href="#">2008/04/28</a>	Available
<a href="#">Customer Service</a>	<a href="#">2008/04/28</a>	Available

Documents containing multiple borrowers (ex. separation date changes, address changes, collection agency transfers, etc.) are unavailable on System 3i. If you are unable to locate the image you are searching for, please contact your Customer Service Representative for assistance.

If you do not have a System III or System 3i password, complete the **System 3i Authorization Form** available on our Web Site at <http://www.campuspartners.com/documents/System3iAuthorizationForm.pdf> and mail or fax it to our office.