

How to request an ETRAN SERVICING Account

1. Log in to GLS at https://eweb.sba.gov/gls/dsp_login.cfm
2. Click **OK** on the Welcome screen
3. On the main page you should see Welcome <then your name> followed by Location <Location Id & CDC Name>. If you don't have a Location Id you will need to resolve this first by contacting schwab.amin@sba.gov.
4. Click on the **Access** button
5. Scroll down to the **Electronic Lending – Servicing (ETRAN)** folder
6. Mark the box for **Update your SBA Loans**
7. You will also need to use the **Look Up** link and select the Location Id of your CDC.
8. Then click **Submit** at the bottom of the webpage

The screenshot shows the SBA GLS interface. At the top, there is a navigation bar with buttons for 'Exit', 'Help', 'Profile', 'Access' (highlighted with a green '4'), 'Choose Function', and 'Change Password'. Below this is a 'General Login System' banner with a 'Welcome' message and fields for 'User Name', 'Location', 'XXXXXX', and 'CDC Name' (highlighted with a green '3'). The main content area is titled 'Electronic Lending - Servicing (ETRAN)' (highlighted with a green '5'). It contains two options: 'View your SBA Loans' (unchecked) and 'Update your SBA Loans' (checked, highlighted with a green '6'). Below these options is a 'Location Id' section with two rows of input fields. Each row has a 'Look Up' link (highlighted with a green '7') and a corresponding input field.

Shortly after hitting Submit you should receive an email saying your request has been received and then you should get another email saying your account has been updated. Or you can login to GLS and see if Electronic Lending – Servicing now shows up on your main page under **Currently Available Applications**.

What changes can a CDC make in ETRAN SERVICING?

In addition to viewing the loan information online, you will be able to:

Actions	Use ETRAN	Notify SBA	Requires Prior SBA Approval
Change/Add/Delete Borrower's Mailing Address (Not Project Property Address)	YES	NO	NO
Change/Add/Delete Borrower's Telephone Number; Email Address	YES	NO	NO
Change/Add/Delete Trade Name	YES	YES	NO
Cancel a Loan	YES	YES	NO

How to Cancel a Loan in ETRAN SERVICING

1. Log in to GLS at https://eweb.sba.gov/gls/dsp_login.cfm
2. Click **OK** on the Welcome screen
3. Click **Electronic Lending – Servicing (ETRAN)** under your Available Applications.
4. Click on **Search**.
5. Enter in the SBA Loan Number, do not include dashes.
6. Click on **Submit**.
7. Confirm this is the loan you want to cancel and click on the **Cancel** button on the top of the page.
8. The system will ask you to confirm this is the loan you want to cancel, if yes click on the “**Yes**” radio button.
9. Click the **Save/Next** button.
10. The status should now say “Fully Cancelled”. Print out this page for your records.
11. Once this process is complete, click **Exit** at the top of the page to take you back to the Electronic Lending – Servicing (ETRAN) link.
12. Notify SLPC via e-mail at Sacramento504servicing@sba.gov that the loan has been cancelled via ETRANS. This e-mail must include the loan number that was cancelled, the loan name, CDC name and contact information.

How to Change/Add/Delete Borrower's Mailing Address(Non Project Property)-Telephone Number-Email Address-Trade Name

1. Log in to GLS at https://eweb.sba.gov/gls/dsp_login.cfm
2. Click **OK** on the Welcome screen
3. Click **Electronic Lending—Servicing (ETRAN)** under your Available Applications
4. Click on **Search**
5. Enter in the SBA Loan Number, do not include dashes
6. Click on **Submit**
7. Confirm this is the loan you want to modify
8. On the left side of the screen, click on Borrowers
9. Click on the name of the business/borrower after the number 1.
10. On this screen you should be able to enter/change information in the following sections:
 - a. (Doing business as) Trade name
 - b. Primary and alternate phone number
 - c. Primary and alternate e-mail
 - d. Mailing address, all sections

Once you have entered the new information click the Save button on the top of the screen. After it has saved, print out the page for your records.

If the change action completed involved the trade name you must notify the SLPC via e-mail at Sacramento504Servicing@sba.gov that the trade name has been changed. This e-mail must include the loan number, the new trade name (borrower or OC name if the trade name was deleted entirely), CDC name and contact information.