SESSION #4

Title IV Reconciliation: What’s in your Toolkit?

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U.S. Department of Education

2020 Virtual FSA Training Conference for Financial Aid Professionals
AGENDA

01 Building a Framework: Overview and Key Concepts
02 Establishing Your Toolkit: The School Account Statement
03 Completing Your Toolkit: Websites and Reports
04 Finishing Touches: References and Support
BUILDING A FRAMEWORK: OVERVIEW AND KEY CONCEPTS
OVERVIEW: RECONCILIATION

The process by which *Title IV* financial aid accepted on the U.S. Department of Education (ED) systems is reviewed and compared with a school’s internal records; AND

• Discrepancies are identified and resolved

• Reasons for remaining cash balances are identified
RECONCILIATION REQUIREMENTS

- Regular reconciliation is recommended for all programs

- Monthly reconciliation is REQUIRED for the Direct Loan (DL) Program, Federal Perkins Loan Program, Federal Work-Study (FWS) Program, and Federal Supplemental Educational Opportunity Grant (FSEOG) Program
RELATED REQUIREMENTS

- Disbursements
- Cash management
- Excess cash
  - Immediate need: three business days
  - Excess/Idle Cash: up to seven days
KEY CONCEPTS: RECONCILIATION

• Ensuring that school’s internal records match

  AND

• Ensuring that ED systems match the school’s data

  AND

• Drawdowns = Disbursements
INTERNAL VS. EXTERNAL RECONCILIATION

• Internal reconciliation
  – Business/bursar/comptroller office records
  – Financial aid system origination and disbursement records

• External reconciliation
  – School records
  – U.S. Department of Education
INTERNAL RECONCILIATION

Financial Aid Office

Reconcile Internally

Business Office
TOOLS FOR INTERNAL RECONCILIATION

• Daily/weekly check-in between financial aid office and business office
  – Do disbursements reported match disbursements posted (date and amount)?
  – Do draws and refunds of cash match disbursements?
  – Document and resolve any discrepancies.

• Run comparison reports between your business office and financial aid office software
  – Print/ compare year-to-date disbursements by program and award year
  – Important even if systems have direct interface/ exchange data
TOOLS FOR EXTERNAL RECONCILIATION

• Reject reports: Identify and resolve rejects timely
• Common Origination and Disbursement (COD) and G5 reports: Ensure cash and disbursement data matches school records
• COD web screens: View current information
• IFAP announcements and COD updates: Processing and funding issues

The SAS is your primary (required) tool for regular reconciliation for Pell Grant, Direct Loan, and TEACH Grant. Supplemental tools may also be used.
KEY CONCEPT: CASH BALANCE

- Cash balance = funds received minus funds disbursed. This differs slightly by program:
  - Direct Loan/ TEACH Grant
    Ending Cash Balance = Beginning Cash Balance + Net Drawdowns/Payments - Total Net Booked Disbursements
  - Pell Grant
    Ending Cash Balance = Beginning Cash Balance + Net Drawdowns/Payments - Total Net Disbursements
**KEY CONCEPT: UNSUBSTANTIATED CASH**

Unsubstantiated Cash: cash balance maintained longer than regulations

- Unsubstantiated Cash = Net Draws older than $30^*$ days minus Net Accepted and Posted Disbursements Applied
- Cash > Net Accepted and Posted Disbursements and Older than $30^*$ Days (COD)
- Schools MUST report disbursement data or return funds

*Federal Student Aid (FSA) currently uses 30 days to allow schools a grace period for reconciliation. This is subject to change.*
COD Reconciliation Coordinators (CODRCs) conduct weekly outreach to schools. CODRCs can assist schools with:

- Identification of rejected records and assistance with resolution
- Review of existing COD web and report data
- Additional reports upon request
UNSUBSTANTIATED CASH (CONT.)

• Federal Student Aid (FSA) escalates schools for additional outreach due to:
  ─ Large balances (> $1 Million)
  ─ History of repetitive unsubstantiated cash issues
  ─ Unresponsiveness to outreach
  ─ Length of time balance is unresolved (max 30 days + 8 weeks CODRC outreach)

• After escalated outreach: Freeze cash (Direct Loan only) or demand letter (all)

• Final action: Referral for accounts receivable set up (interest may accrue)
KEY CONCEPTS: CLOSEOUT

Closeout is the process by which schools complete processing at the end of an award year. This process should:

• Be an extension of regular reconciliation cycle (i.e., one final monthly reconciliation).

• Result in a $0 cash balance (Net Drawdowns = Net Accepted and Posted Disbursements or Reported Campus-Based Expenditures) in **ALL** systems.

• Occur shortly after final disbursements are made for a program and award year (or reported for Campus-Based (CB) Programs).

• Ensure that all cash management and disbursement reporting requirements have been met.
CLOSEOUT (CONT.)

• CODRCs conduct outreach to schools that have not reached a zero balance or closed out and provide guidance and assistance
  - Responsiveness to outreach can prevent larger issues and escalated actions

• If balance remains unresolved, FSA will:
  - Conduct escalated outreach
  - Send demand letters (multiple programs)
  - Send negative balance letters (Direct Loan and TEACH Grant)
CLOSEOUT (CONT.)

Closeout Reminders:

• Regulations for cash management and reconciliation supersede closeout.

• Schools should reconcile and complete processing after final disbursements are made.

• Pell Grant, Direct Loan, TEACH Grant: Extensions to deadlines are reviewed on case-by-case basis and must meet regulations.

• Monitor IFAP closely for funding and reconciliation deadlines for all *Title IV* programs.
DATA SUBMISSION (CLOSEOUT) DEADLINES

• Pell Grant/ Iraq and Afghanistan Service Grant (IASG) – Last business day in September of the Award Year (AY)
  ─ Pell Grant/ IASG 2020-21: Thursday, Sept. 30, 2021

• TEACH Grant – Last business day in September of the AY
  ─ TEACH Grant 2020-21: Thursday, Sept. 30, 2021

• Direct Loan – Last business day in July of year following the AY
  ─ Direct Loan 2019-20: Friday, July 30, 2021

System processing deadlines may impact the actual date final disbursements are accepted.
DATA SUBMISSION DEADLINES (CONT.)

- **Campus-Based** – FISAP deadline is EXTENDED to midnight Nov. 2, 2020
  - 2021-22 Application to Participate
  - FISAP expenditures must correspond to G5 draws
  - FISAP Corrections due no later than Dec. 15, 2020
  - Campus-Based Closeout funding reduction occurs February following FISAP filing deadlines (Feb 2021: reduce funding for 2019-20 awards)
  - Unprocessed de-obligations (negative G5 balance) not refunded will result in accounts receivable and interest will accrue
KEY CONCEPT: FUNDING CANCELLATION

• **Funding Cancellation**: Pell Grants and Campus-Based aid are funded annually through congressional appropriations. Funding is canceled and activity ceases in COD five years after the end of the award year for which funds have been appropriated. After this point:
  - No funds are available for drawdown or adjustment in G5
  - Any remaining funds owed to ED must be repaid to the miscellaneous account (or as directed in an Audit/Program Review)
  - No award or disbursement changes may be made or reported to the COD system*

*System processing deadlines may impact the actual date final disbursements are accepted.
FUNDING CANCELLATION DEADLINES

Example:

• 2015-16 Pell Grant Award Year data submission deadline was 9/30/2016

• 2015-16 Pell Grant Funds canceled effective 9/30/2021

  — 2016 + 5 = 2021

  — Thursday, Sept. 30 was the last business day in September 2021
ESTABLISHING YOUR TOOLKIT: THE SCHOOL ACCOUNT STATEMENT (SAS)
The SAS is your primary tool for reconciliation and closeout. It contains:

- ED’s official cash balance for your school
- Summary balance and detail transaction information
- Data as of the end of the reported month
- Separate file for each school, program, and award year
DIRECT LOAN SAS

• Award Years: All
• Formats: Fixed length or comma delimited with headers
• Report Activity Type: Monthly, year to date, both
• Sections:
  ─ Cash summary
  ─ Disbursement summary by loan type (optional)
  ─ Cash detail
  ─ Loan or disbursement activity level detail
• Additional option: Include names of borrowers
TEACH GRANT SAS

• Award Years: All
• Format: Comma-delimited with headers
• Report Activity Type: Monthly, year to date, both
• Sections:
  ─ Cash summary
  ─ Cash detail
  ─ Award detail, disbursement activity level
PELL GRANT SAS

• Award Years: 2017-18 and forward
• Format: Comma delimited with headers
• Report Activity Type: Monthly, year to date, both
• Sections:
  ─ Cash Summary
  ─ Cash Detail
  ─ Award level disbursement summary or disbursement level detail
RECONCILIATION TO THE SAS

School Receives SAS

Compare Cash Summary

Match ?

Compare Cash Detail

Resolve Issues

Resolved ?

YES

DONE

(Documentation)

NO

Compare Disb Detail

YES

(Contact CODRC for assistance)
## Compare Cash Summary

<table>
<thead>
<tr>
<th></th>
<th>Business Office</th>
<th>Financial Aid Office</th>
<th>COD</th>
<th>Discrepancies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beginning Cash Balance</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>None</td>
</tr>
<tr>
<td>Net Drawdowns</td>
<td>$125,000.00</td>
<td>$125,000.00</td>
<td>$150,000.00</td>
<td>$25,000 between school records and COD</td>
</tr>
<tr>
<td>Net Disbursements</td>
<td>$125,000.00</td>
<td>$100,000.00</td>
<td>$100,000.00</td>
<td>$25,000 between school systems</td>
</tr>
<tr>
<td>Cash &gt; NAPD</td>
<td>$0.00</td>
<td>$25,000.00</td>
<td>$50,000.00</td>
<td>All 3 systems have differences</td>
</tr>
</tbody>
</table>

Where should you go from here?

1. Address discrepancies in school records and COD.
2. Investigate differences between school systems.
3. Resolve differences in NAPD balances.
Common Cash Discrepancies

• Timing issues
• Cash transactions in wrong year or split between years*
• Funds needing to be returned as refunds of cash
• Funds recycled for disbursement in a different award year

*Pell Grant/ TEACH Grant and Direct Loan records first funding is based on accepted actual disbursement records, making it less likely for drawdowns to occur in the wrong year.
Common Disbursement Discrepancies

- Unsent/unacknowledged disbursement batches
- Rejected disbursements
- Incorrect disbursement dates
- Disbursements recorded in business office— not in financial aid system (or vice versa)
- Unbooked records (Direct Loan or TEACH Grant only)
- School data loss (should be rare)
## RECONCILIATION TO THE SAS (CONT.)

### Documenting your discrepancies

<table>
<thead>
<tr>
<th></th>
<th>Business Office</th>
<th>Financial Aid Office</th>
<th>COD</th>
<th>Discrepancies</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Beginning Cash Balance</strong></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>None</td>
<td></td>
</tr>
<tr>
<td><strong>Net Drawdowns</strong></td>
<td>$125,000.00</td>
<td>$125,000.00</td>
<td>$150,000.00</td>
<td>$25,000 between school records and COD</td>
<td><strong>Timing: Refund</strong></td>
</tr>
<tr>
<td><strong>Net Disbursements</strong></td>
<td>$125,000.00</td>
<td>$100,000.00</td>
<td>$100,000.00</td>
<td>$25,000 between school systems</td>
<td><strong>Disb Adj not in Bus Office</strong></td>
</tr>
<tr>
<td><strong>Cash &gt; NAPD</strong></td>
<td>$0.00</td>
<td>$25,000.00</td>
<td>$50,000.00</td>
<td>All 3 systems have differences</td>
<td><strong>See Above</strong></td>
</tr>
</tbody>
</table>
### Monthly Reconciliation Action Items

**Month Ending:** 10/31/2020  
**Award Year:** 2020-21  
**Reconciliation Date:** 11/9/2020

<table>
<thead>
<tr>
<th>No.</th>
<th>Action Item</th>
<th>Date Due</th>
<th>Date Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.</td>
<td>Record ($25,000) Adjustments on Student Accounts (Business Office) – List to be provided by Financial Aid Office</td>
<td>11/13/2020</td>
<td></td>
</tr>
</tbody>
</table>
How do I know I am finished?

• All discrepancies have been identified and resolved
• Timing issues are tracked
• Reasons for any ending cash balance have been identified
• All monthly reconciliation efforts have been documented
COMPLETING YOUR TOOLKIT: WEBSITES AND REPORTS
COMMON ORIGINATION AND DISBURSEMENT (COD)

School Summary Information

Check this page often to confirm:
- Unsubstantiated Cash = $0
- Cash > NAPD = $0 for older years

Keep contact information updated:
http://eligcert.ed.gov
COD

School Funding Information – Direct Loan

Available Balance = Funds Available to Drawdown

CFL = Current Funding Level

Cash > Net Accepted and Posted Disbursements = Net Drawdowns – Net Accepted and Posted Disbursements

- Positive = Funds owed or disb to report
- Negative = Disb Adj needed or funds to drawdown
**COD**

**School Funding Information - Pell Grant**

- **CFL (Pell/TEACH)** is based on actual disbursements and adjustments.

<table>
<thead>
<tr>
<th>School Search</th>
<th>School Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>School Summary</td>
<td>Financial Aid Contact</td>
</tr>
<tr>
<td>Eligibility</td>
<td>General Options</td>
</tr>
<tr>
<td>Funding Info</td>
<td>Summary Financial Info</td>
</tr>
<tr>
<td>Refunds of Cash</td>
<td>Cash Activity Events</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reading Information</th>
<th>Award Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program PELL</td>
<td>2019-20</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Entry ID</th>
<th>Initial CFL</th>
<th>Current CFL</th>
<th>Previous CFL</th>
<th>CFL Adjustment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$20,216.00</td>
<td>$11,900.768.00</td>
<td>$11,955,149.00</td>
<td>$46,619.00</td>
</tr>
</tbody>
</table>

| Total Unduplicated Recipients | 5191 |
| Total Unduplicated Recipients Paid |          |
| Total ACA | 0.00 |
| Last ACA Payment Date |          |

**Administrative Cost Allowance, ACA Payment History**

Disbursement To Drawdown Ratio excludes cash activity within Grace Period.

Generate the School Funding History Report by clicking the following link: [School Funding History Report](#)
Balance Confirmation

Confirm balance and close out for:

- Pell or TEACH (2016-17+)
- Direct Loan (all years)
- Balances should be $0

Enter School Cash Balance Amount and End Date

Click “I Agree” to confirm
COD

Request Reopen/Extended Processing (EP)

Two Functions:

1. Reopen confirmed closed award year (AY)
   - DL (all AY)
   - Pell or TEACH (AY 2016-17+)

2. Request EP once processing deadline has passed (All AY DL/Pell/TEACH) for:
   - Pell increase disbursement data
   - DL or TEACH increase/decrease disbursement data
COD

Campus-Based Website
Campus-Based Website: Statement of Account

- Initial Obligation/Authorization
- Changes to obligation/authorization by date and amount
There are several additional reports which can supplement your monthly reconciliation process.
COD Website Data Requests

- Grant Data Request
- Rebuild Request
- SAS Disbursement Detail on Demand
Individual users must register (read only access available)

A bank account must be set up for your school

A bank account for refunds should also be identified

Regulations for maintaining and accounting for funds: 34 CFR 668.163
### Understanding G5 Award Numbers

- G5 award numbers are school, program, and award year specific.
- Example for 2020-21 award year

<table>
<thead>
<tr>
<th>Program</th>
<th>G5 Award Number</th>
<th>Award Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct Loan</td>
<td>P268K21####</td>
<td>Trailing Year</td>
</tr>
<tr>
<td>TEACH Grant</td>
<td>P379T21####</td>
<td>Trailing Year</td>
</tr>
<tr>
<td>Pell Grant</td>
<td>P063P20####</td>
<td>Leading Year</td>
</tr>
<tr>
<td>IASG</td>
<td>P408A20####</td>
<td>Leading Year</td>
</tr>
<tr>
<td>Campus-Based Programs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FWS:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SEOG:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*#### represents each school’s unique G5 Award ID*
You are here: Reports

**Reports**

Instructions
Select a report from the categories below and click "Continue".

Users of assistive technology should choose CSV format for best results.
To view reports in PDF format, you must have the free Adobe Reader software installed. It can be downloaded from the Adobe downloads site.

- **Payments**
  - Drawdown Adjustment
  - External Award Activity

Continue
# External Award Activity History

## U.S. Department of Education - EDCAPS G5
### G5 - External Award Activity History Detail Report

**As of Wed Sep 09 09:14:38 EDT 2020**

**Parameters Entered:** PR/Award No: P063P20  
Start Date: 09/2019  
End Date: 09/2020

<table>
<thead>
<tr>
<th>Transaction Date</th>
<th>Change In Authorization</th>
<th>Drawdowns</th>
<th>Refunds</th>
<th>Adjustments</th>
<th>Returns</th>
<th>Offsets</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020-08-04</td>
<td>$0.00</td>
<td>-$22,859.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>2020-08-04</td>
<td>$0.00</td>
<td>-$20,661.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
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<tr>
<td>2020-08-04</td>
<td>$0.00</td>
<td>-$49,241.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
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<tr>
<td>2020-08-04</td>
<td>$138,704.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>2020-08-04</td>
<td>$0.00</td>
<td>-$27,755.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>2020-08-04</td>
<td>$0.00</td>
<td>-$16,188.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>2020-08-04</td>
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<td>-$48,864.00</td>
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<td>$0.00</td>
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<tr>
<td>2020-08-28</td>
<td>$0.00</td>
<td>-$21,436.00</td>
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<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>2020-08-28</td>
<td>$0.00</td>
<td>$192,886.87</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
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<tr>
<td>2020-08-28</td>
<td>$0.00</td>
<td>-$46,395.87</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
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<tr>
<td>2020-08-28</td>
<td>$0.00</td>
<td>-$30,378.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

- **Net Draws:** -$1,036,929.55
- **Last Date To Draw Funds:** 2026-09-30
- **Net Authorizations:** $1,036,929.55
- **Total Draws:** -$1,039,233.87
- **Total Refunds:** $2,304.32
- **Total Returns:** $0.00
- **Net Adjustments:** $0.00
FSA PARTNER CONNECT

• FSA Partner Connect Partner Dashboard will include Notifications:
  – Unsubstantiated cash balance older than 30 days
  – Unresolved cash balances greater than $25 for closed program/award year
  – Late reported disbursements accepted in the last seven days
  – Program/award year authorized for extended processing
  – Balance confirmations needed for closed program/award year
  – Balance confirmations completed in the last seven days
  – And more!

• Alerts schools of potential issues needing to be addressed
• Includes programs/award years affected
### Partner Dashboard: Notifications – Schools *(Designs in Progress)*

<table>
<thead>
<tr>
<th>School Notifications</th>
<th>Students Currently in POP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rejected COD Records from the Previous Processing Day</td>
<td>Unresolved Cash Balances Greater than $25 for Closed Program/Award Year</td>
</tr>
<tr>
<td>Unsubstantiated Cash Balances Older than 30 Days</td>
<td>Program/Award Year Authorized for Extended Processing</td>
</tr>
<tr>
<td>Late Reported Disbursements Accepted in the Last 7 Days</td>
<td>Balance Confirmations Completed in the Last 7 Days</td>
</tr>
<tr>
<td>Balance Confirmations Needed for Closed Program/Award Year</td>
<td>New Correspondence in the Last 7 Days</td>
</tr>
<tr>
<td>Outstanding Document Requests in COD Document Center in the Last 7 Days</td>
<td></td>
</tr>
</tbody>
</table>

### Unsubstantiated Cash Balances Older than 30 Days

**2020 – 2021 Award Year**
- Pell Grant: $3,000.00
- TEACH Grant: $15,000.00
- Direct Loan: $200.00

**2019 – 2020 Award Year**
- Pell Grant: $3,000.00

**2018 – 2019 Award Year**
- Pell Grant: $3,000.00
FINISHING TOUCHES: REFERENCES AND SUPPORT
CONFERENCE SESSIONS

• BO2 Administering Disbursements
• BO6 COD Update
• BO8 Submitting the FISAP – It’s a Balancing Act!
• BO18 Return of Title IV Funds: Resources and Q&A
• BO20 Program Review Essentials
• BO21 Top 10 Compliance Findings
• BO25 FSA Partner Connect Preview
• FS2 Cash Management & Disbursements
REFERENCES

- FSA Handbook
  - Volume 4, Chapter 5: Reconciliation in the Pell Grant and Campus-Based Programs
  - Volume 4, Chapter 6: Reconciliation in the Direct Loan Program

- COD Technical Reference
  - Volume II, Section 1 - Implementation Guide
  - Volume IV: Direct Loan (Direct Loan) Tools
  - Volume VI, Section 8 – Reports
REFERENCES

  - Electronic announcements
  - Federal Register Notices
  - Recorded conference sessions
  - Training materials
RECONCILIATION REGULATIONS

  – Direct Loan Program - 34 CFR 685.300(b) (5)
  – Federal Perkins Loan Program - 34 CFR 674.19 (d) (1)
  – Federal Work-Study (FWS) Program - 34 CFR 675.19 (b)(2)(iv)
  – Federal Supplemental Educational Opportunity Grant (FSEOG) Program – 34 CFR 676.19 (b)(2)

• Federal Register Notices:
  – 2020-21 Pell Grant, Direct Loan, TEACH Grant, IASG Deadline Dates: https://www.govinfo.gov/content/pkg/FR-2020-07-14/pdf/2020-15142.pdf
RELATED REGULATIONS

  - Disbursements - 34 CFR 668.164(a)
  - Cash management - 34 CFR 668 Subpart K
  - Excess cash – 34 CFR 668.166
  - Payment methods - 34 CFR 668.162(a)
ELECTRONIC ANNOUNCEMENTS

Data Submission Deadlines

- Pell Grant/ IASG:
  https://ifap.ed.gov/electronic-announcements/090320PellIraqAfghanServGrant1920AYProcDeadline

- TEACH Grant:
  https://ifap.ed.gov/electronic-announcements/090320AdditionalTEACHGrantCloseoutInfo201920AY

- Direct Loan:
  https://ifap.ed.gov/electronic-announcements/070120Additional1819DirectLoanProgramYearCloseout

- Campus-Based Programs (FWS and FSEOG):
**SUPPORT: HELP DESKS**

**G5 HELP DESK**

**Phone:** 1-888-336-8930 / 8 a.m. - 6 p.m. (ET) M-F

**Email:** edcaps.user@ed.gov

**Website:** https://g5.gov/

**COD HELP DESK**

**Phone:** 1-800-848-0978 / 8 a.m. - 8 p.m. (ET) M-F

**Email:** CODSupport@ed.gov

**Website:** https://cod.ed.gov/
ALLISON RICHARDS
SCHOOL RECONCILIATION BRANCH
Allison.Richards@ed.gov