
2024–25

FAFSA[®] Specifications Guide

Volume 2 – FPS Schedule and Getting Help

December 2023

**U.S. Department of Education's
Federal Student Aid**



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Acronyms

Table 2-1: Acronyms

Acronym	Definition
COD	Common Origination and Disbursement
COPPA	Children's Online Privacy and Protection Act
CPS	Central Processing System
CT	Central time
DHS	U.S. Department of Homeland Security
EDE	electronic data exchange
FAA	financial aid administrator
FAFSA®	Free Application for Federal Student Aid
FISAP	Fiscal Operations Report and Application to Participate
FPP	FAFSA Partner Portal
FPS	FAFSA Processing System
FSA	Federal Student Aid
FSAIC	Federal Student Aid Information Center
ISIR	Institutional Student Information Record
IVRU	interactive voice response unit
NSLDS®	National Student Loan Data System
PC	personal computer
R2T4	Return to Title IV

Acronym	Definition
RCCC	Research and Customer Care Center
SAI	Student Aid Index
SAIG	Student Aid Internet Gateway
SAR	<i>Student Aid Report</i>
SAVE	Systematic Alien Verification for Entitlements
TEACH	Teacher Education Assistance for College and Higher Education

Change History Table

The change history table below is updated each time the “FAFSA Processing System Schedule and Getting Help” volume of the *FAFSA Specifications Guide* is updated providing you with a cumulative list of revisions made to the document.

The footer is updated to include the revised date. For example, if a change is made to page 5 in January 2024, the footer will show “Rev 1/24.”

Table 2-2: Change History

Date	Page(s)	Changes/Notes
7/23	All	Volume 2 is released
12/23	2-4	Updated the schedule dates
12/23	6	Updated CPS/SAIG Customer Service content information
12/23	7	Updated CPS/SAIG Help Desk name to FPS Help Desk

Overview

What's in Volume 2, FPS Schedule and Getting Help?

This volume includes a table with important FAFSA Processing System (FPS) processing deadlines and anticipated document and software release dates as well as information for getting help such as contact information for customer service, FPS mailing addresses, and lists of helpful publications and websites you can access for additional assistance.

FPS Schedule

Schedule

In addition to the annual 2024–25 system updates that we will implement in December 2023, we plan to release other system updates intermittently. Scheduling intermittent releases enables us to continuously improve our websites and other systems.

Table 2-3: FPS Schedule

Date	Event
December 28, 2022	<p>Federal Student Aid announced the availability of the 2024–25 FAFSA Specifications Guide, Introduction and Volume 4 – Record Layouts and Processing Code</p> <p>The introduction describes the layout of the revised user document. It includes a summary of each volume and a cross reference table describing where to find information that you previously found in user documentation like the <i>EDE Technical Reference</i>, <i>Application Processing System Specifications for Software Developers</i>, <i>ISIR Guide</i>, <i>SAR Comment Codes and Text</i>, and <i>CPS Test System User Guide</i>.</p> <p>Volume 4 includes FAA and programmer information that can assist FAAs in interpreting information and programmers designing or building a system or software to communicate electronically with Federal Student Aid including the record layouts and processing codes.</p>
May 19, 2023	<p>Federal Student Aid announced the availability of the updated draft Student Aid Index (SAI) and Pell Grant Eligibility Guide.</p>
May 31, 2023	<p>Federal Student Aid announced the May update for the 2024–25 FAFSA Specifications Guide. This posting includes the following versions:</p> <ul style="list-style-type: none"> • An updated draft of <i>Volume 4 – Record Layouts and Processing Codes</i>. • The first draft of <i>Volume 5 – Edits and Rejects</i>, which describes system edits and rejects. • The first draft of <i>Volume 6 – ISIR Guide</i>, which assists FAAs in interpreting applicant information from an <i>Institutional Student Information Record (ISIR)</i> and FAFSA Submission Summary. • An Excel version of the ISIR record layout.
July 14, 2023	<p>Federal Student Aid announces the July update for the 2024–25 FAFSA Specifications Guide. This posting includes the following versions:</p> <ul style="list-style-type: none"> • The volume you are reading, which is the first draft of <i>Volume 2 – FAFSA Processing System Schedule and Getting Help</i>. This volume includes the schedule, sources of help, and helpful documents and websites. • The first draft of <i>Volume 3 – Electronic Data Exchange and FAFSA Processing</i>, which describes the electronic data exchange with Federal Student Aid and FAFSA processing.

Date	Event
July 31, 2023	Federal Student Aid announced the availability of the 2024–25 FAFSA.gov Preview Presentation . This Microsoft (MS) PowerPoint presentation contains information and screen shots pertaining to the 2024–25 online FAFSA form that can be used as a tool for internal staff training or high school night presentations.
August 11, 2023	Federal Student Aid announced the availability of the August updates for the 2024–25 FAFSA Specifications Guide . This posting includes the following versions: <ul style="list-style-type: none"> • <i>Volume 7 – Comment Codes</i>, which supplies the comment codes, comment text, and reject resolutions. • <i>Volume 8 – Agency Matches</i>, which describes Agency match results and resulting comments. • <i>Volume 9 – Testing and Web Demo System</i>, which describes the test ISIR files that will be provided by FPS for testing against school system and the Web Demonstration System.
August 28, 2023	Federal Student Aid announced the August update of the 2024–25 FAFSA Specifications Guide, Volume 4 – Record Layouts and Processing Codes and the ISIR Excel file.
September 25, 2023	Federal Student Aid announced the availability of the 2024–25 FAFSA Specifications Guide, Volume 1 – Summary of Changes . This volume describes the changes to the FPS for 2024–25.
September 28, 2023	Federal Student Aid announced the availability of a small file of ISIRs for system testing . This file contains three records: one for a dependent student, an independent student, and a provisionally independent student.
October 10, 2023	Federal Student Aid announced the October update of the 2024–25 FAFSA Specifications Guide, Volume 4 – Record Layouts and Processing Codes and the ISIR Excel file.
October 20, 2023	Federal Student Aid announced the availability of the 2024–25 Federal School Code List online. This document is updated quarterly.
November 27, 2023	Federal Student Aid announced the November update of the 2024–25 FAFSA Specifications Guide, Volume 5 – Edits and Rejects .
December 7, 2023	Federal Student Aid announced the availability of the December updates for the 2024–25 FAFSA Specifications Guide . This posting included the following volumes: <ul style="list-style-type: none"> • <i>Volume 7 – Comment Codes</i> • <i>Volume 8 – Agency Matches</i> • <i>Volume 9 – Testing and Web Demo System</i>
December 2023	Federal Student Aid announces the availability of the 2024–25 FAFSA Specifications Guide Volumes 2, 3, 4, 5, and 6 .
December 2023	Federal Student Aid announces the availability of a more comprehensive file of ISIRs for importing to your system. This file will have different records, with different match statuses.
December 2023	Federal Student Aid announces the availability of the EDEExpress for Windows Packaging Technical Reference. This technical reference provides instructions and record layouts for schools and other organizations that need to integrate their software or systems with the EDEExpress 2024–25 Packaging module (available January 2024). Record layouts are included for all imports from external systems, such as Packaging Import External Add, Packaging Import External Change, and Packaging Import Add Funds. Packaging module setup guidance and setup worksheets are also provided.
December 2023	The online 2024–25 FAFSA form is available to applicants.
December 2023	The hardcopy FAFSA form is available for download from the “Resources” page at StudentAid.gov/sa/resources#fafsa .

Date	Event
December 2023	The paper FAFSA form for incarcerated applicants is available from StudentAid.gov .
January 2024	FPS begins processing online 2024–25 applications.
January 2024	The 2024–25 FAFSA Partner Portal (FPP) (fafsa.partnerportal.ed.gov) is available to FAAs.
January 2024	Federal Student Aid announces the availability of the EDEExpress for Windows 2024–25, Release 1.0, which includes Global, Application Processing, and Packaging functionality for the 2024–25 processing cycle.
January 2024	Applicants and parents can begin requesting up to three paper copies of the FAFSA form from the Federal Student Aid Information Center.
TBD 2024	FPS begins processing hardcopy 2024–25 FAFSA applications.
TBD 2024	FPS begins processing online and FAFSA Partner Portal corrections.
TBD 2024	The Secretary of Education announced the annual updates to the tables used in the statutory “Federal Need Analysis Methodology” to determine an applicant’s Student Aid Index (SAI) for the 2024–25 processing cycle.
TBD 2024	EDEExpress for Windows 2024–25, Release 2.0, is available. This software includes the William D. Ford Federal Direct Loan (Direct Loan), Federal Pell Grant (Pell Grant), and Teacher Education Assistance for College and Higher Education (TEACH) Grant modules for the 2024–25 cycle.
TBD 2024	FPS begins processing hardcopy corrections.
TBD 2024	FPS begins processing EDE corrections.
May 2024	FAFSA Partner Portal Demo is available.
Late June 2024	The CPS accepts 2023–24 paper and online FAFSA forms and renewal FAFSA forms until late June 2024. Watch for a Federal Register notice with the final deadline. Electronic FAFSA forms must be transmitted to and received by the FPS by midnight Central time (CT) to meet the deadline.
Mid-September 2024	The CPS accepts 2023–24 paper and online corrections until mid-September 2024. Watch for a Federal Register notice containing more information about this deadline. Electronic corrections must be transmitted to and received by the FPS by midnight CT to meet the deadline.
Late June 2025	The FPS accepts 2024–25 paper and online FAFSA forms until late June 2025. Watch for a Federal Register notice with the final deadline. Electronic FAFSA forms must be transmitted to and received by the FPS by midnight CT to meet the deadline.
Mid-September 2025	The FPS accepts 2024–25 paper and online corrections until mid-September 2025. Watch for a Federal Register notice containing more information about this deadline. Electronic corrections must be transmitted to and received by the FPS by midnight CT to meet the deadline.

Holiday Closings for the 2024–25 FAFSA® Processing System

The FPS does not process application data on the holidays listed in the table below. A network message will be sent to let you know when closings are scheduled.

Table 2-4: Holiday Closing Schedule

Holiday	2024	2025
New Year's Day	Monday, January 1	Wednesday, January 1
Martin Luther King's Birthday	Monday, January 15	Monday, January 20
Washington's Birthday	Monday, February 19	Monday, February 17
Memorial Day	Monday, May 27	Monday, May 26
Juneteenth National Independence Day	Wednesday, June 19	Thursday, June 19
Independence Day	Thursday, July 4	Friday, July 4
Labor Day	Monday, September 2	Monday, September 1
Columbus Day	Monday, October 14	Monday, October 13
Veterans Day	Monday, November 11	Tuesday, November 11
Thanksgiving Day	Thursday, November 28	Thursday, November 27
Christmas Day	Wednesday, December 25	Thursday, December 25

Getting Help

Customer Service

FSATECH Listserv

FSATECH is an email listserv for technical questions about Federal Student Aid systems, software, and mainframe products. For information on subscribing, go to www2.ed.gov/offices/OSFAP/services/fsatechsubscribe.html.

FPS Help Desk

1-800-330-5947; 307-459-2495

Email: support@fps.ed.gov

Federal Student Aid maintains this call center to address questions about FPS processing, the FPP, the FPS Web Applications Demo website, PC software such as EDEExpress and EDconnect, Student Aid Internet Gateway (SAIG) enrollment and data transmissions, as well as to collect system enhancement suggestions.

Representatives are available Monday through Friday, 8 a.m. to 8 p.m. Eastern time.

Federal Student Aid Information Center (FSAIC)

1-800-4-FED-AID (1-800-433-3243)

Email: StudentAidHelp@ed.gov

The FSAIC serves the public with information, in both English and Spanish, about federal student aid programs. FSAIC customer service representative support includes a toll-free telephone number, interactive voice response unit (IVRU) self-service, email, and Live Help. Customers include students, parents, and FAAs seeking general information about federal grant and loan programs, assistance with the online and paper FAFSA form (including FSA ID assistance), and information for student aid processing timeframes.

FSAIC customer service representatives can assist with FAFSA form completion and corrections, application status checks, requests to change addresses and federal school codes on the FAFSA form, duplicate FAFSA Submission Summary requests, identification of loan holders (including contact information), Federal Student Aid publication requests, and National Student Loan Data System (NSLDS®) loan and TEACH Grant exit counseling.

For FSAIC's hours of operation, visit the StudentAid.gov website at StudentAid.gov/help-center/contact.

Reach FSA

1-855-FSA-4-FAA (1-855-372-4322)

This phone number provides a simplified way for the student aid community to access these Federal Student Aid School Contact Centers:

Common Origination and Disbursement (COD) School Relations Center

- COD
- Iraq and Afghanistan Service Grant
- Pell Grant
- TEACH Grant
- Direct Loan processing

FPS Help Desk

- FPS
- SAIG
- EDconnect and EDEXpress software
- FPP

NSLDS® Customer Support Center

- NSLDS Functions
- Student Eligibility
- Overpayments
- Loan History
- Enrollment Reporting

G5 Hotline

- Electronic grants management and payments

eZ-Audit Help Desk

- Electronic Financial Submissions
- Compliance audits

Campus-Based

- Campus-based programs
- Fiscal Operations Report Application to Participate (FISAP)
- Federal Perkins Loan Cohort Default Rate

Nelnet Total and Permanent Disability Servicer

- Disability discharge process
- General, total, and permanent loan discharge
- Veteran's disability discharge

School Eligibility Service Group

- Audit resolution
- Financial analysis
- Program reviews
- Technical assistance
- School and program eligibility and recertification

Foreign Schools Participation Division

- Eligibility and participation

RCCC

- All other questions related to Title IV aid programs

Note: You can also continue to use the specific phone number for each contact center.

Mailing Addresses

The mailing addresses for 2024–25 are new. English and Spanish versions of the forms will be sent to the same mailbox based on the applicant type which include a regular applicant, an incarcerated applicant, and applicants 13 and younger who are protected by the Children's Online Privacy and Protection Act (COPPA).

Table 2-5: FAFSA Mailing Addresses

Type of Applicant	Document	Mailing Address
Regular Applicant including Pacific Islanders English and Spanish	FAFSA form and FAFSA Submission Summary	Federal Student Aid Programs P.O. Box 70204 London, KY 40742-0204
Incarcerated Applicant English and Spanish	FAFSA form and FAFSA Submission Summary	Federal Student Aid Programs P.O. Box 70205 London, KY 40742-0205
COPPA Protected Applicant English and Spanish	FAFSA form and FAFSA Submission Summary	Federal Student Aid Programs Attn: COPPA Process 25 Air Park Drive London, KY 40744-8236
All Applicants and their Contributors English and Spanish	Revocation of Consent form	Federal Student Aid Programs P.O. Box 70206 London, KY 40742-0206

Helpful Documents

We encourage you to review other documents in the Knowledge Center for more information about changes to the 2024–25 application processing system. Unless noted otherwise, all documents are available from the [Knowledge Center](#):

- *2024–25 FAFSA.gov Preview Presentation*, September 1, 2023: MS PowerPoint presentation containing information and screen shots pertaining to the 2024–25 online FAFSA form.
- *2024–25 FAFSA Specifications Guide*:
 - Introduction, December 2022: This volume describes the FAFSA Specifications Guide and provides a table to cross reference information from the CPS documentation in the *FAFSA Specifications Guide*.
 - Volume 1 – Summary of Changes, Fall 2023: This volume describes processing changes for the new processing cycle. Information in this section is like the information in the former Summary of Changes to the Application Processing System.
 - Volume 2 – FPS Schedule and Getting Help, July 2023: This volume includes expected schedule releases, customer service help desks, mailing address, Web Demo information, helpful documents, and office of Federal Student Aid (FSA) websites. Information in this section is like the schedule information in the former Summary of Changes to the Application Processing System and the help information from other guides.
 - Volume 3 – Electronic Data Exchange and FAFSA Processing, July 2023: This volume contains the information from Section 1, Overview and Section 2, EDE Processing from the former EDE Technical Reference. It describes FSA’s software for the FPS and SAIG, electronic data exchange input and output files, ISIR files, and electronic corrections.
 - Volume 4 – Record Layouts and Processing Codes, December 2022 and May 2023: This volume contains the information from Section 3, Record Layouts and Section 4, Processing Codes from the former EDE Technical Reference and other codes from the former ISIR Guide.
 - Volume 5 – Edits and Rejects, May 2023: This volume contains the edits and reject information found in the Application Processing System Specifications for Software Developers, EDE Technical Reference, and ISIR Guide.
 - Volume 6 – ISIR Guide, May 2023: The information in this volume comes from the former ISIR Guide.
 - Volume 7 – Comment Codes, Summer 2023: The information in this section comes from the former SAR Comment Codes and Text guide.
 - Volume 8 – Agency Matches, Summer 2023: The information in this section comes from the former SAR Comment Codes and Text guide.
 - Volume 9 – Testing and Web Demo System, Summer 2023: This volume includes testing data and Web Demo System information that was in the CPS Test System User Guide.
- [SAVE System Instructions for US Department of Education \(School\) Users](#): Provides instructions to FAAs on accessing and navigating the Department of Homeland Security Systematic Alien Verification for Entitlements (DHS SAVE) system for submitting third-step verification electronically.

- [*Federal Student Aid Handbook*](#): The Federal Student Aid Handbook consists of the Application and Verification Guide, six numbered volumes, and appendices.
- English and Spanish versions of the paper FAFSA form will be available in January 2024 for download from the [StudentAid.gov/resources](#) or [Worksheets, Schedules, and Tables library in the Knowledge Center](#).
- English and Spanish sample versions of the FAFSA Submission Summary will be available in January 2024 for download from the [Application Processing library in the Knowledge Center](#).
- [2024–25 Draft Student Aid Index \(SAI\) and Pell Grant Eligibility Guide](#): The draft version of this guide provides a preliminary introduction to the new calculation for federal student aid eligibility beginning in the 2024–25 award year. This draft represents the anticipated implementations for the SAI originally published on November 21, 2022 and updated on May 19, 2023. A final version will be published to the Knowledge Center website.

Federal Student Aid Websites

- Common Origination and Disbursement (COD) System: cod.ed.gov
 - Return to Title IV (R2T4)
- Web Demo System: The 2024–25 URL will be provided at a later date.
- DHS/SAVE information: fsapartners.ed.gov/knowledge-center/topics/dhs-save-eligible-noncitizen/dhs-save-electronic-third-step-verification
- FAA Access to CPS Online (2023–24 award year): faaaccess.ed.gov
- FAFSA Partner Portal (2024–25 award year): fafsa.partnerportal.ed.gov
- Online FAFSA Form: fafsa.gov
- Federal Student Aid Training Conference website: fsaconferences.ed.gov
- FSA Partner Connect: fsapartners.ed.gov
- FSATECH email listserv subscription information: www2.ed.gov/offices/OSFAP/services/fsatechsubscribe.html
- Knowledge Center: fsapartners.ed.gov/knowledge-center
- NSLDS Professional Access website: nsldsfap.ed.gov/login
- Student Aid.gov: StudentAid.gov
 - FSA ID: StudentAid.gov/fsa-id
- SAIG Enrollment: fsawebenroll.ed.gov
- Training information and registration website for upcoming Fundamentals of Federal Student Aid Administration training opportunities and learning resources: fsatraining.ed.gov