

Federal Student Aid

An OFFICE of the U.S. DEPARTMENT of EDUCATION

Lender Interest and Special Allowance Request and Report (LaRS) Helpful Hints

Accessing LaRS in FMS

If you are connected to the internet and you have previously accessed LaRS, but you are not able to access the LaRS website, then confirm you are using the following URL for LaRS: https://fsa-fms.ed.gov/CustomLogin?resource_url=https%3A%2F%2Ffsa-fms.ed.gov%2Faccessgate%2Fdossologin.

If you receive the error message, "Login failed. Please verify your login information or contact the system administrator," then check your username or password and try logging in again.

If you forgot your username or password, call the FMS Help Desk at 1-800-433-7327 Option 3 or email fms.operations@ed.gov.

Note: For password resets, you will be required to provide your response to the *Shared Secret* question requested on your FMS user access request form.

Updating LaRS profile

Updates to your profile information (address, phone number, etc.) in LaRS can only be made if you have *Submit* access. These changes can be made by selecting *FSA LaRS Profile* on the Navigator screen. Fields in the Profile can be updated by clicking inside the field(s) and entering the new information.

Note: Refer to the [LaRS External User Guide](#) for instructions to update your profile.

Note: For banking updates send the request in a secure (password-protected) document and/or email to the FMS Help Desk at fms.operations@ed.gov or FSA_LR@ed.gov.

Troubleshooting LaRS form issues

If you can access the LaRS form but cannot update any fields, you have *View or Maintain* access. If you need to change your system access to submit, call the FMS Help Desk at 1-800-433-7327 Option 3 or email fms.operations@ed.gov.

If you receive the error message, "An invoice for this year and quarter already exists," this means an invoice for that year and quarter combination has been created or submitted.

You will need to query that invoice to continue working on it, and this is done by following these steps:

- 1) Close the LaRS Form, which returns you to the Navigator screen.
- 2) Reopen the LaRS Form.
- 3) Click F11, enter your lender number.

Note: if you only have one lender number, enter the year and quarter instead.

- 4) Select CTRL F11.

If you are in *Part III – Special Allowance* and you receive the message, “This combination of year, quarter, loan type and special allowance category is not valid. Please clear the current record,” and you have entered in a valid combination, then the error message may be due to the format of the Interest Rate percentage entered in Column F.

This interest rate should be entered with no leading zero and with no zeros after the last significant digit. For example, 7% should be entered as .07 (not 0.07 or .07000).

Note: You can enter 5-digit interest rates in PART III of the LaRS.

If while entering lines in Parts I, II, or III, you receive the message, “Cache is Full,” try saving the information in the LaRS form by either:

- clicking the *Save* Icon in the toolbar, or
- selecting *Action* then *Save* from the Menu List.

Printing the LaRS report

The LaRS report may be printed before and after submitting to FSA. Instructions are available on the [Knowledge Center](#). Open the applicable instruction manual:

- Lenders – *How to Run a Lender Search Report – Lenders*, or
- Servicers – *How to Run a Lender Search Report – Servicers*.

Remitting funds to FSA

Note: Payments must be processed in Pay.gov. Please refer to [Pay.gov Funds Remittance Guide – Lenders](#) for instructions.