**BO9. TITLE IV RECONCILIATION: ACHIEVING PEAK PERFORMANCE (Q&A)**

**Question:**We enter an anticipated disbursement date when we originate our Direct Loans. However, if a student doesn't complete verification before that date, we disburse later (sometimes as months later) once they complete verification. If the anticipated disbursement date is 9/15/21 and we don't actually disburse until 11/30/21 does that mean we haven't reported the change in disbursement date in the required 15 days?  
**Response:**  
SME-Martin Yes, you would not be in compliance and would need to change your disbursement date closest to the date that you actually disbursed to the student.  
SME-Richards: In addition, as long as you report your disbursement with the correct 11/30/2021 date and within 15 days of the actual disbursement date, this would be in compliance with disbursement reporting requirements.

**Question:**Your evaluation link is not working.  
**Response:**  
SME-Martin Please contact FSA [Conferences@ed.gov](mailto:Conferences@ed.gov)  
**Question:**When I clicked on the evaluation link I got the following message: Invalid Code. Please visit the registration desk onsite or call 678-341-3063 for assistance.

**Response:**SME-Richards: The link should be live now. We apologize for the inconvenience and appreciate your patience while we corrected this issue.

**Question:**  
Are the slides available?

**Response:**SME-Martin ''All presentation slides are on the FSAConferences.ed.gov site.   
Presentations will be available for viewing on demand through the conference platform through March 2. After that, they will be posted on FSAConferences.ed.gov.''

**Question:**If an upward adjustment request is being made, does the request need to include the reason/total for all disbursements for all students? Example - original request was for 5 records for a total of $5000 but should have been submitted for 6 records and $6000.  
**Response:**SME-Martin As extensions are now only required for amounts which will increase grant/loan balances in a closed program/award year, FSA requires this additional information to understand potential impacts. Provide an accurate accounting for Number and Dollar Amount you expect to submit at the time of your request.  
SME-Richards: You should be as accurate as possible when requesting an extension, including the reason and total number/dollar amount of new/increase disbursement amounts. If you determine that you have an additional record to submit while on an approved extension, you can submit those updates. Ensure that any data submitted is fully supported by regulatory requirements.

**Question:**What do we need to do if we request a program/year to be re-opened for 1 student for $1000, then we get another student that now needs a transaction in the same program/year? Will this be seen as a negative towards a school? We have nonterm programs and may get additional re-entries within 180 days which have created this scenario.  
**Response:**  
SME - Amato If you re-open the year for one student, and find you have additional transactions to be made, this will not be seen as a negative action towards your school, as long your changes are supported by regulatory requirements.

**Question:**Where is the SAS report in COD?

**Response:**SME Amato - The SAS report is generated the first full weekend of each month, and is accessible via your SAIG mailbox. However, you may request a SAS Disbursement Report on Demand via the COD Website. Please contact your COD School Rep for assistance with this. COD: 1-800-848-0978 / [CODSupport@ed.gov](mailto:CODSupport@ed.gov)

**Question:**If I don't have the View School Profile button how would I get access to it?  
**Response:**  
SME - Amato ''Refer to slides 42 and 43 in the presentation or access the Customer Support Links on individual websites.  
G5: 1-888-336-8930 / [edcaps.user@ed.gov](mailto:edcaps.user@ed.gov)  
COD: 1-800-848-0978 / [CODSupport@ed.gov](mailto:CODSupport@ed.gov)  
FSA Partner Connect: 1-800-848-0978 / fsapartners.ed.gov web form''

**Question:**Since SULA has been eliminated, is it still required to clear up loan periods, academic year start/end dates, and to $0 out any anticipated disbursements?  
**Response:**  
SME-Martin For loans first disbursed prior to July 1, 2021, to meet the SULA requirements you will need to make sure that you have completed the following in COD before confirming closeout for the award year: Reduce all pending disbursements to $0.00.Reduce all award amounts to reflect only what the student has been disbursed. Adjust all payment periods to reflect correctly for each student.  
SME-Richards: It is also recommended that you $0 out any anticipated disbursements as a best practice moving forward.  
**Question:**  
@SME-Martin - does that mean for loans disbursed after July 1, 2021, we don't need to complete those actions in order to closeout the award year?  
**Response:**  
SME-Richards: For loans disbursed after July 1, 2021, t is also recommended that you $0 out any anticipated disbursements as a best practice moving forward.

**Question:**Why would FSA partner connect tell me I do not have permission when I try to login to view our dashboard?  
**Response:**  
SME - Amato ''Refer to slides 42 and 43 in the presentation or access the Customer Support Links on individual websites.  
G5: 1-888-336-8930 / [edcaps.user@ed.gov](mailto:edcaps.user@ed.gov)  
COD: 1-800-848-0978 / [CODSupport@ed.gov](mailto:CODSupport@ed.gov)  
FSA Partner Connect: 1-800-848-0978 / fsapartners.ed.gov web form''

**Question:**Should the finaid director or school's point-of-contact in G5 receive a notice if there is a de-obligation created?  
**Response:**SME - Richards: For Pell Grant, a de-obligation will be reported on your Electronic Statement of Account. For Campus Based, this will appear on your Statement of Account on the COD web site.

**Question:**  
If you do not disburse any aid after your last regular monthly reconciliation, do you need to do an additional reconciliation for close out?  
**Response:**  
SME-Martin No, you should reach a $0 balance and close out after final disbursements to meet cash management, disbursement, and reconciliation requirements. If you later need to report decreases due to unclaimed credit balances, you may submit changes and refund cash without requesting an extension. You should then complete final reconciliation and close out.

**Question:**for FSEOG are we just reconciling between Financial Aid and the Business office Ledger?  
**Response:**  
SME - Amato Yes, you should always Reconcile between the Financial Aid Office and the Business Office. Once you've reconciled internally, be sure to report your expenditures on your FISAP.