



**Financial Management System**  
*Voluntary Flexible Agreement*  
**Guaranty Agency User Guide**



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**California Student Aid Commission**

Email Questions to:  
[osfa\\_gar@ed.gov](mailto:osfa_gar@ed.gov)

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## **Overview of VFA Payment Process**

The Federal Family Education Loan (FFEL) Guaranty Agency (GA) financial reporting process is based on Form 2000. The GA Financial Report, to request payments from and make payments to the Department of Education (ED) under the FFEL Program, is authorized by Title IV, Part B of the Higher Education Act (HEA) of 1965, as amended. The Financial Management System (FMS) Voluntary Flexible Agreement (VFA) Application Extensions were created for the four GAs that have negotiated and signed VFAs with ED. This user guide will explain how California Student Aid Commission (CSAC) Users and Managers will enter, submit, and track annual GA VFA Fee Report information online via the Internet.

### *Automated VFA Process Benefits*

- Improves cash management
- Improves the accuracy of data
- Reduces the amount of manual data entry



*VFA Report Submission Process*

Beginning in FY2002 (October 2001), the process for submitting annual VFA fees will be handled online via an application extension of FMS, which replaces the hardcopy paper forms used previously. The GA VFA Fee Report will be used to submit annual fees. At the end of each month, CSAC will continue to complete monthly Form 2000 reports. The FFEL VFA SOA Report can be generated to show account balances at that time.

Once the GA VFA Report data is submitted to Student Financial Assistance (SFA), they can be accepted or rejected by SFA. If there is a question about the information contained on the reports, SFA will enter reasons for rejection in the ED Comments field of the VFA Report. At this point, CSAC will receive a rejection Email from SFA. The rejected report should then be revised in FMS, based on the comments, and resubmitted to SFA. This cycle repeats until the submission is accepted.

Once the GA VFA Fee Report is accepted by SFA, FMS creates an invoice, which goes through an approval process (See Form 2000 User Guide for detailed procedures). When the invoice is approved for payment, a Statement of Account is created in FMS and an Email is sent to the CSAC contacts notifying them that the invoice has been approved and that a Miscellaneous Statement of Account can be created and viewed in FMS.



## Roles

VFA GA users can be assigned one of two roles in FMS: VFA User or VFA Manager. Every system user is granted a role based on the Form 2000 responsibilities assigned to their GA. The FMS System Administrator links the role to each user's system logon ID in FMS. The following are descriptions of the GA roles in FMS:

### *GA VFA User*

This role allows the user to view, create, edit, and save GA VFA Fee Reports for CSAC. This role also allows the user to view, create, edit, and save GA Monthly, GA Monthly/Quarterly, and GA Annual Reports as before.

### *GA VFA Manager*

This role allows the user to view, create, edit, save, and submit GA VFA Fee Reports for CSAC. This role also allows the user to view, create, edit, save, and submit GA Monthly, GA Monthly/Quarterly, and GA Annual Reports as before.

## System Access

In order to gain access to the system housing SFA-FMS, software must be installed and user IDs and passwords must be assigned.

### *Software Installation*

JInitiator software must be installed on every computer prior to gaining access to FMS via the Internet. Please have a technical representative refer to the *Financial Management System Setup and Configuration* document sent to CSAC for instructions on how to download and install the free software. However, please send an Email to [osfa\\_gar@ed.gov](mailto:osfa_gar@ed.gov) or [fms\\_operations@ed.gov](mailto:fms_operations@ed.gov) to request additional copies of the document, if desired. CSAC's technical representative should contact [Todd\\_Kaywood@ed.gov](mailto:Todd_Kaywood@ed.gov) or [fms\\_operations@ed.gov](mailto:fms_operations@ed.gov) (1-800-433-7327 Option 3) for assistance with JInitiator installation.

### *User ID and Password*

Access to FMS requires an FMS Oracle Applications User ID and password. Questions concerning FMS Oracle Application user IDs should be sent to: [osfa\\_gar@ed.gov](mailto:osfa_gar@ed.gov) or [fms\\_operations@ed.gov](mailto:fms_operations@ed.gov).



## Sign-on

### *Access to SFA FMS Oracle Applications via Internet Browser*

The following instructions describe how to log into FMS, and assume that the JInitiator software installation and configuration has been completed prior to FMS sign-on.

1. Open **Internet Explorer**, or other Internet browser.
2. Type the following address into the Address line of the browser:

<http://www.FMS.SFA.ED.gov>

3. The **SFA-FMS Oracle Applications Links** Page opens in the browser window.
4. Select the icon for **Internet PROD Applications** in the lower right portion of the screen.



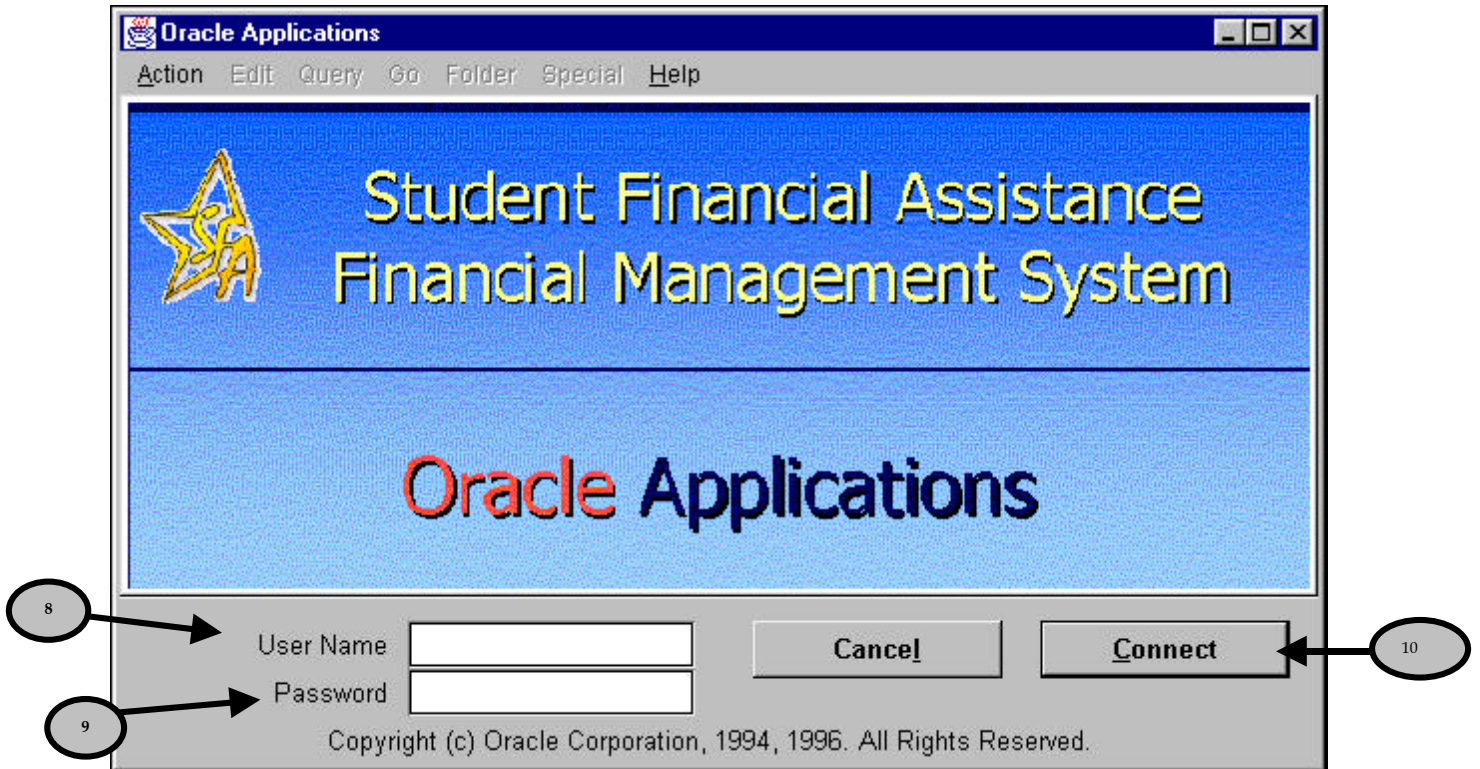
5. **FMS Login Window** opens. Go on to next section, *Access to SFA FMS via Login Window* .



*Access to SFA FMS via Login Window*

The steps listed below show access to SFA FMS from the FMS Login Window.

## SFA FMS Login Window



8. Tab to the **User Name** field and type your FMS Oracle Applications username.

9. Tab to the **Password** field and type your password.

10. Press the **Enter** key.

-OR-

Click the **Connect** button. The Navigator window is displayed, with a toolbar above it.

**FYI**

*The first time the system is logged onto and every 90 days thereafter, a **change password** message will appear. The system will request the original password to be entered, and a new password to be entered and re-entered. The new password needs to have a minimum of 8 alphanumeric characters, and can be chosen by the user.*

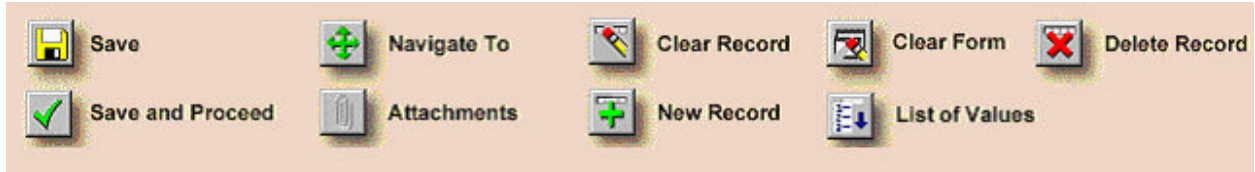













## Navigating in Oracle

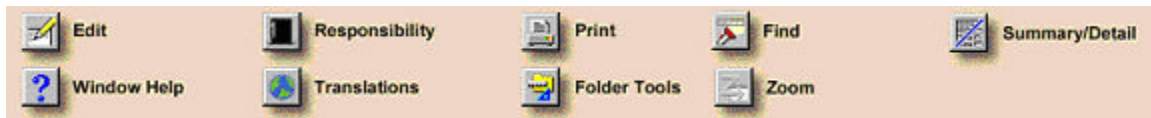
### Oracle Toolbar Icon Glossary










The following icons are available on the toolbar, which appears above Oracle forms. The icons appear on the toolbar in color when available for use, and gray when unavailable.



-  **Save:** The Save icon saves any pending changes. This icon also changes report status from New to In Process.
-  **Save and Proceed:** The Save and Proceed icon saves any pending changes and prepares the window for the entry of a new record.
-  **Navigate To:** The Navigate To icon returns you to the Navigator window.
-  **Attachments:** The Attachments icon opens the Attachments window.
-  **Clear Record:** The Clear Record icon clears all data pertaining to the current record in the window.
-  **New Record:** The New Record icon creates a new record.
-  **Clear Form:** The Clear Form icon clears all data in the current window.
-  **List of Values (LOV):** The List of Values icon shows the list of values for the current (selected) field.
-  **Delete Record:** The Delete Record icon deletes the current record from the database.





-  **Edit:** The Edit icon opens the Editor window for the current field.
-  **Window Help:** The Window Help icon displays general help for the current application.
-  **Responsibility:** The Responsibility icon displays other responsibilities and enables you to log on using a different responsibility.
-  **Translations:** The Translations icon opens the Translations window.
-  **Print:** The Print icon prints the current screen to your assigned default printer.
-  **Folder Tools:** The Folder Tools icon displays the folder tool palette.
-  **Find:** The Find icon displays the Find window to search for data within a field.
-  **Zoom:** The Zoom icon invokes a defined zoom and goes to that form.
-  **Summary/Detail:** The Summary/Detail icon switches between the summary and detail views.



### GA VFA Fee Report

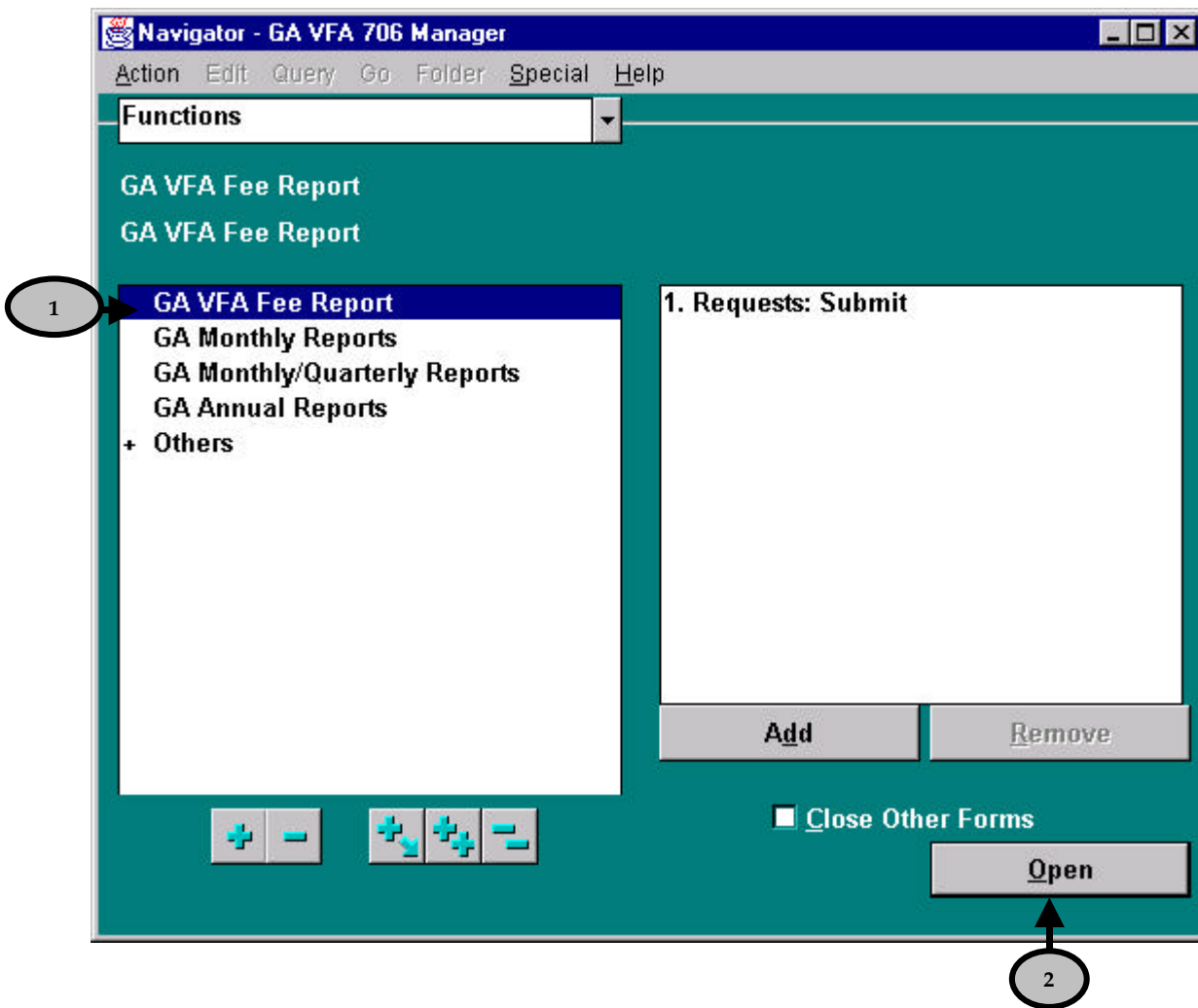
**Who:** VFA User or VFA Manager

**Frequency:** Annually

**Situation:** Beginning in FY2002 (October 2001), the GA VFA Fee Report will be used to enter GA VFA Fees on an annual basis. The steps listed below show the GA VFA Fee Report entry.

*Access GA VFA Fee Report - via Navigator Window*

Navigator Window



1. From the Navigator window, double-click GA VFA Fee Report.  
-OR-
2. Highlight GA VFA Fee Report and click the Open button. The GA VFA Fee Report window is displayed in New status.

GA VFA Fee Report Window

The screenshot shows the 'SFA VFA GA Fee Report' window. At the top is a 'Toolbar' with various icons, including a '7' callout pointing to a specific icon. Below the toolbar is a status bar with 'Record: 1/1' and 'List of Values'. The main window has a menu bar with 'Action', 'Edit', 'Query', 'Go', 'Folder', 'Special', and 'Help'. The form contains the following fields:

- GA Code: 706
- Status: New
- Fiscal Year: [empty field]
- GA Name: California Student Aid Commission
- ED Comments: [empty text area]
- GA Comments: [empty text area]

Below the form is a table with columns: Item No, Category Detail, Amount DueTo/(From) Guarantor, and Details.

Item No	Category Detail	Amount DueTo/(From) Guarantor	Details
SR-4	Net Fee Due GA	0.00	
SR-4-A	Shared Claims Savings Fee		0.00
SR-4-B	Collection Recovery Rate Improvement Fee		0.00


At the bottom right is a 'Submit' button. Numbered callouts 3 through 8 point to the Fiscal Year field, the GA Name field, the GA Comments field, the 'Net Fee Due GA' amount, the 'Shared Claims Savings Fee' amount, the 'Collection Recovery Rate Improvement Fee' amount, the toolbar icon '7', and the window title bar respectively.

**FYI**

*The GA Code 706 and GA Name California Student Aid Commission automatically populate based on logon information.*

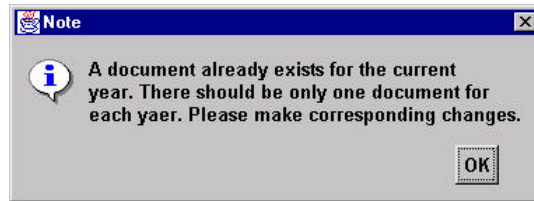


3. Tab to the **Fiscal Year of** field, and type the year using the format YYYY Example: 2002 .  
-OR-

Tab to the **Fiscal Year of** field, click the **List of Values** icon  on the **Toolbar**, select the appropriate year from a list of valid values, and click the **OK** button.

**FYI**

*The system validates that the date of submission is not for a year that has already been submitted. If this has been violated, the following error message will be returned:*



4. Tab to the **GA Comments** field to enter any relevant comments. Entry in the GA Comments field is optional. Comments can be updated or changed until the report is submitted to SFA, at which time the comments become permanent.

**FYI**


*Entry in the **ED Comments** field of the GA VFA Fee Report is reserved for SFA Users (in the case of a rejected report).*

### *Enter Fees on GA VFA Fee Report*

5. Tab to the **Details** section and complete the Detail lines of the Fee Report, **SR-4-A** through **SR-4-B**. Use the **Tab** key to move between fields.  
-OR-  
Mouse to the **Details** section and complete the Detail lines of the Fee Report, **SR-4-A** through **SR-4-B**. Use the **Mouse** to move between fields.
6. The **Net Fee Due GA** field **SR-4** is calculated as a sum of the Detail fields entered. This field cannot be user-entered.




### *Save GA VFA Fee Report*

7. Click the **Save** icon  on the **Toolbar** to save the report. Once data has been saved, the **Status** field is updated to **In Process** .



*Once a GA VFA Fee Report is saved, the status of the report changes to **In Process**.*

*The report can then be printed prior to submission, if desired by pressing the toolbar printer icon: . Reports with a status of **New** cannot be printed.*

### *Exit GA VFA Fee Report*

8. Click the  button in the upper right corner of the screen to close the **GA VFA Fee Report** window. The **Navigator GA VFA** window returns.



### Query on Existing GA VFA Reports

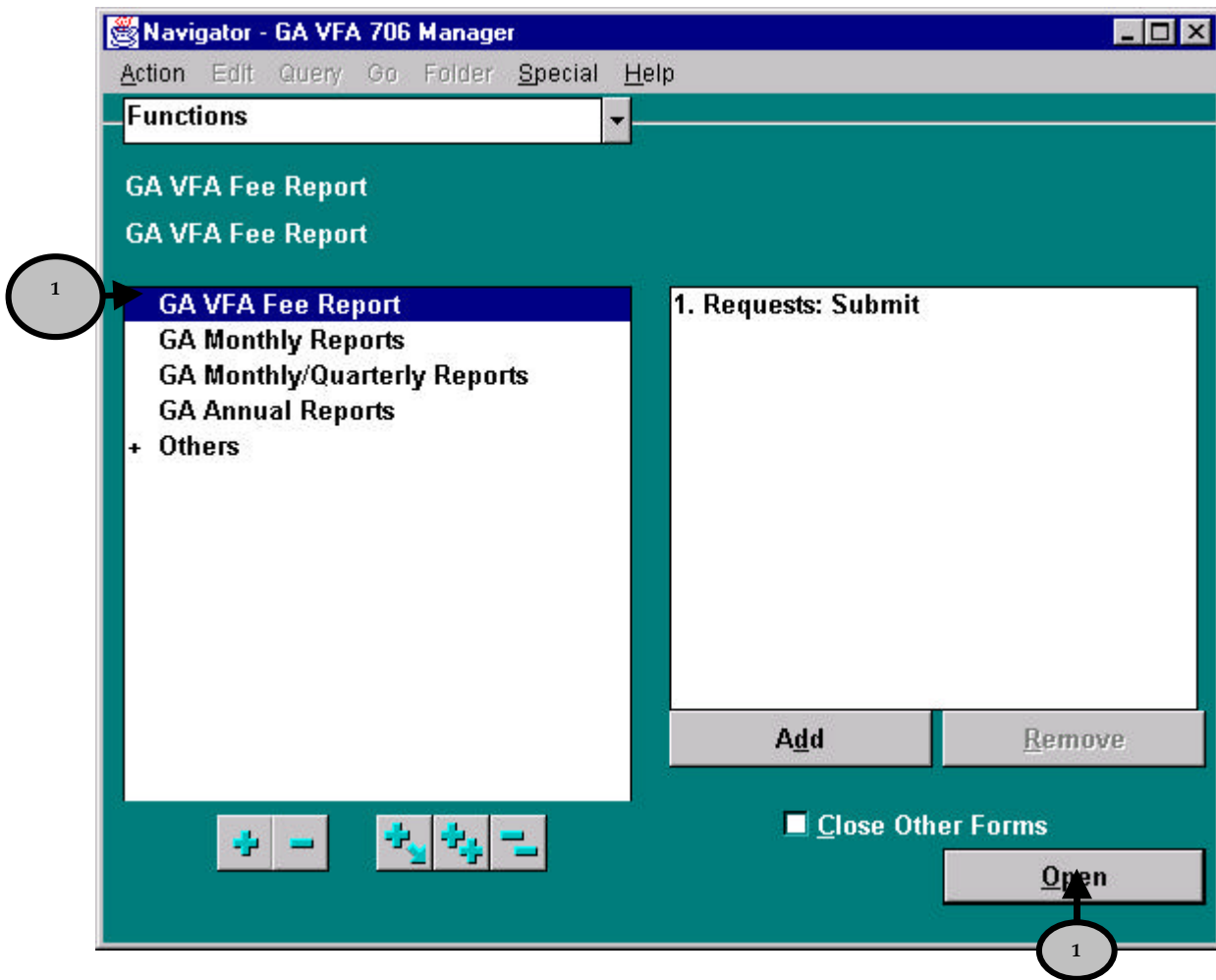
**Who:** VFA User or VFA Manager

**Frequency:** As Needed

**Situation:** VFA Users and VFA Managers can query on GA VFA Fee Report data online. The procedure below outlines querying on a GA VFA Fee Report.

#### *Access GA VFA Fee Report - via Navigator Window*

Navigator Window



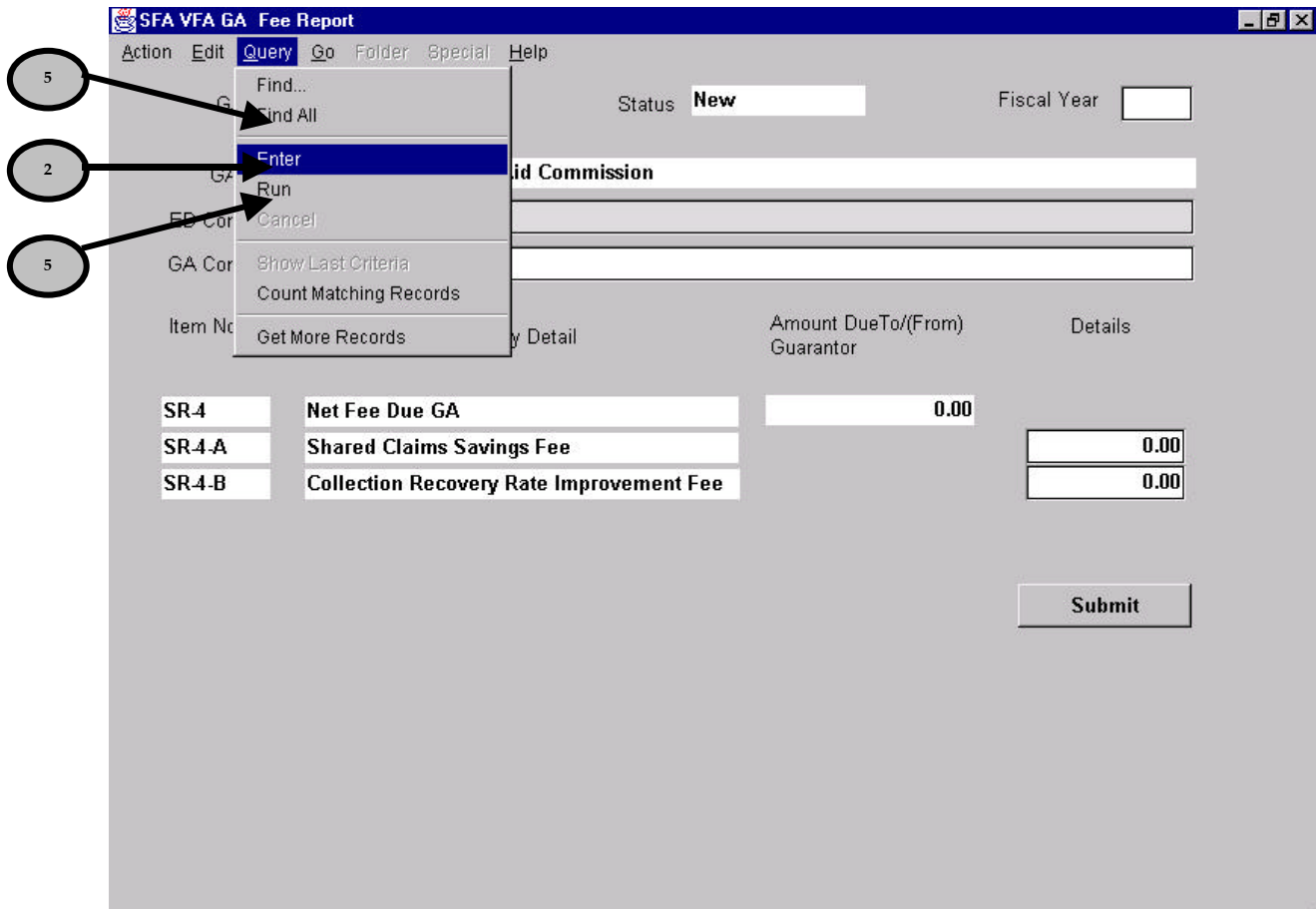
1. Double-click GA VFA Fee Report.

-OR-

Highlight GA VFA Fee Report and click the **Open** button. The selected Report window is displayed.

*Search for All GA VFA Fee Reports*


GA VFA Fee Report Window



2. Select the **Query** menu option, and choose **Enter**.
3. If you wish to retrieve **all records**, do not enter any value on the report. Proceed to step 5.
4. If you wish to retrieve **specific records**, proceed to the next section, entitled *Search for a Specific GA VFA Fee Report* .





5. Select **Run** from the **Query** menu. The GA VFA Fee Report window is displayed with **all records** for CSAC listed in reverse chronological order by Fiscal Year.  
-OR-  
Select **Find All** from the **Query** menu. The GA VFA Fee Report window is displayed with **all records** for CSAC listed in reverse chronological order by Fiscal Year.
6. Use the **Page Up** and **Page Down** keyboard keys to move between the displayed reports.
7. Click the  button in the upper right corner of the screen to close the GA VFA Fee Report window. The Navigator window returns.

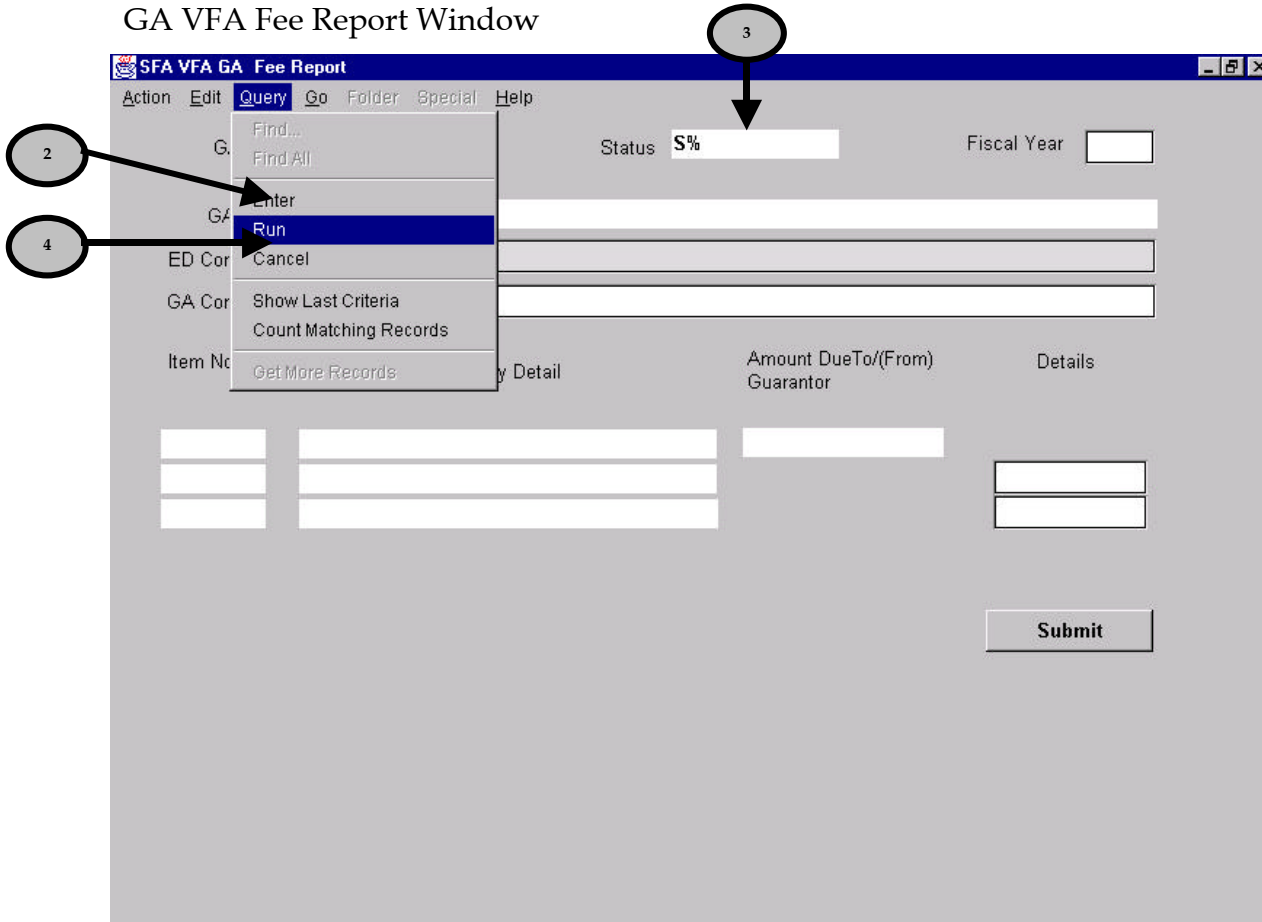


**Search for a Specific GA VFA Fee Report**

As reports continue to be created and submitted, it will become more and more important to be able to search for a specific report based on report status, date, etc.

1. From the Navigator window, double-click the **GA VFA Fee Report**. The GA VFA Fee Report window is displayed displaying a new report.

GA VFA Fee Report Window



2. Select Enter from the **Query** menu. The fields in the Report window are cleared and ready for query parameters.



*Once the Report window is cleared, by selecting Enter from the Query menu, the system expects data entry and/or a search to be performed. To Cancel the search, select Cancel from the Query window or press F4.*



3. Enter **any known value** on the report for the desired record to be retrieved. Queries can be performed on all fields on the report.

-OR-

Enter any **partially known value** with the wildcard character % to retrieve all records containing the partially known value.

### FYI

The % symbol can be used as a **wildcard character** in any field on the report. Wherever the wildcard is placed in a search string, the system will look for records that contain any character value in its place. The wildcard can be used at any place in a search string.

- For example: If the user wishes to retrieve all records for Share in Claims Savings that begin with the value 12 regardless of the exact number, the user would enter 12% in the Share in Claims Savings field, and the system will retrieve all records with Share in Claims Savings paid beginning with 12. Example records that will be retrieved: 12.45, 120.43, 12,324,653.45.

The wildcard can be used for words as well as numbers.

- For example: If the user types S% in the **status** field, the system will search for all records with a status that begins with S. The system will return only those records with a status of **Submitted**, since submitted is the only possible status that begins with S.

4. **Select Run** from the **Query** menu. The GA VFA Fee Report window is displayed with the records that match your search.
5. **Scroll** through the records using the **Page Up** and **Page Down** keyboard keys. The GA VFA Fee Report window shows each of the records that match your search.

### FYI

When running a query, notice the messages returned on the Toolbar. The messages will indicate when you have reached the end or beginning of all records returned in the query results. The following is an example of the message received for the last record retrieved in the query results:



**FYI**

The **Status** field is a very useful field to enter when querying on specific records. The possibilities for status are the following:

- **New:** The report has not been saved or submitted. Reports with this status cannot be queried, as they have not yet been saved.
- **In Process:** The report has been saved. Reports can be saved multiple times, which allows entry of report data over a period prior to submission to SFA.
  - Use I% to search for all reports with the status of *In Process*.
- **Submitted:** The report has been sent electronically to SFA for review. At this point, no changes can be made.
  - Use S% to search for all reports with the status of *Submitted*.
- **Accepted:** SFA has accepted the report. At this point, no changes can be made.
  - Use A% to search for all reports with the status of *Accepted*.
- **Rejected:** The report has been electronically submitted, and SFA has rejected it with comments explaining the rejection. The report must be updated and re-submitted to SFA by CSAC.
  - Use R% to search for all reports with the status of *Rejected*.



### Submit GA VFA Reports

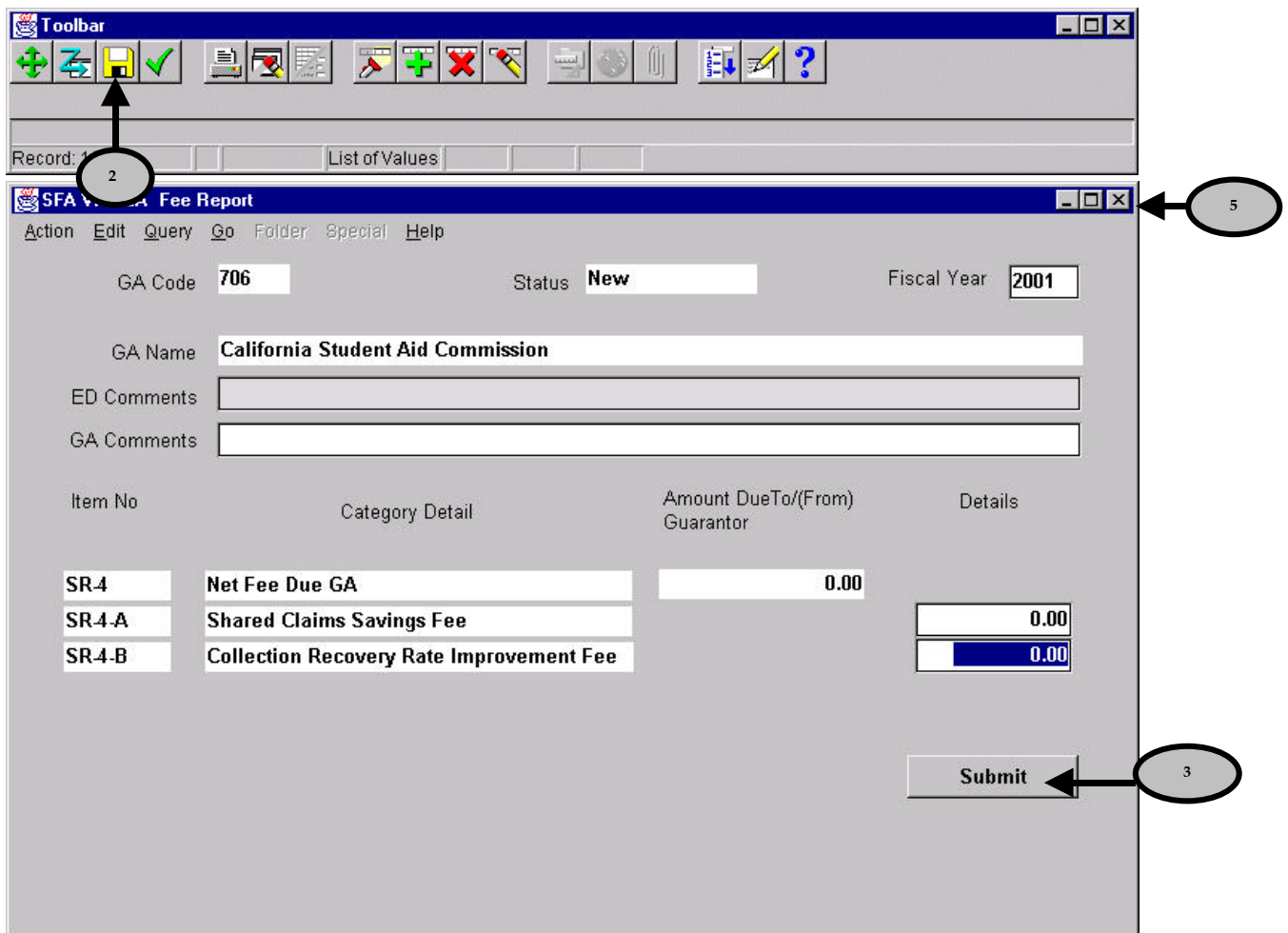
**Who:** VFA Manager

**Frequency:** Annually

**Situation:** GA VFA Fee Reports will be submitted by the VFA Manager for annual claims as outlined in the CSAC Voluntary Flexible Agreement. The VFA Manager submits the report. The steps listed below show the Fee report submission.


#### Retrieve GA VFA Fee Report to be Submitted

#### GA VFA Fee Report Window




1. With the report displayed on the GA VFA Fee Report window, Tab through fields to review the report. Type changes as needed.



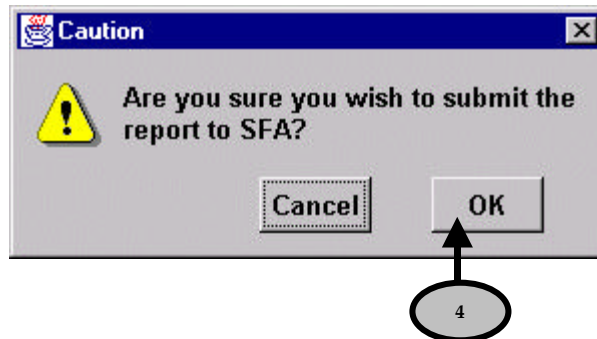
2. Click the **Save** icon  on the **Toolbar** to save any changes made to the report.

**FYI**

*When reviewing a report that is **In Process** , information in the header of the report, regarding dates of submission, cannot be changed. If it is necessary to change these dates, the saved report must be deleted using the  icon in the toolbar, and entered again.*

**Submit a GA VFA Fee Report**

3. Once the report has been thoroughly reviewed, Click the **Submit** button. A **Caution** window is displayed to verify that you want to submit the report to SFA.



4. Click the **OK** button. The **Status** field is updated to Submitted, and the report is submitted to SFA for review. The report status changes to Submitted.

**Email Regarding Submission is Sent**

At this point, an Email notification of GA VFA Fee Report submission is sent to both the CSAC contact and the SFA contact listed in the system. The email includes the following information: Fiscal Year of Report, Total Claims Amount, User ID of person who submitted the report, and the Email Addresses that received the email.





*Once a report has a Submitted status the report cannot be changed. If an error is discovered after submission, contact a SFA Representative. The Representative can reject the submission, which will make the report available for edits again.*

### *Exit GA VFA Fee Report*

5. Click the  button in the upper right corner of the screen to close the Report window. The Navigator window is displayed.

### *Review of GA VFA Fee Report by SFA*

Upon receipt of a submitted report, SFA will review and either Accept or Reject the report.

- If a report is **accepted**, the status will be updated to Accepted, and it will await payment-processing approval.
- If a report is **rejected** by SFA, the SFA Manager is required to enter explanatory comments in the **ED Comments** section. The report status is changed to Rejected and an Email is sent to the CSAC contact listed in the system. The CSAC User or Manager is then able to edit the report. The report should be reviewed by CSAC, edited, saved, and re-submitted to SFA.

### *Miscellaneous Statement of Account Email Alert Sent*

Once the GA VFA Fee Report has been accepted, an invoice is created and approved for payment. Once the invoice has been approved, a Statement of Account is made available in the system. GA users are notified of the availability of the Miscellaneous Statement of Account that is generated for the GA VFA Fee Report via email. Further instructions for processing, viewing and printing this report are included later in this guide.



## Statement of Account Reports

CSAC VFA participants may generate the SFA FFEL GA SOA MISC REPORT through FMS. This report is a miscellaneous Statement of Account (SOA) that displays VFA-specific data in addition to other miscellaneous transactions for CSAC. An explanation of this report follows:

### *SFA FFEL GA SOA MISC REPORT*

The SFA FFEL GA SOA MISC REPORT (Miscellaneous SOA) lists miscellaneous transactions pertaining to payment activity between SFA FMS and CSAC. It is a running list of all miscellaneous transactions for CSAC in a given fiscal year. The Miscellaneous SOA contains information about each of the GA VFA Fee reports approved by SFA in addition to other miscellaneous transactions. The CSAC contacts will receive Email notification of report availability in FMS each time a new GA VFA Fee Report invoice is approved by SFA.





## View and Print Statements of Account

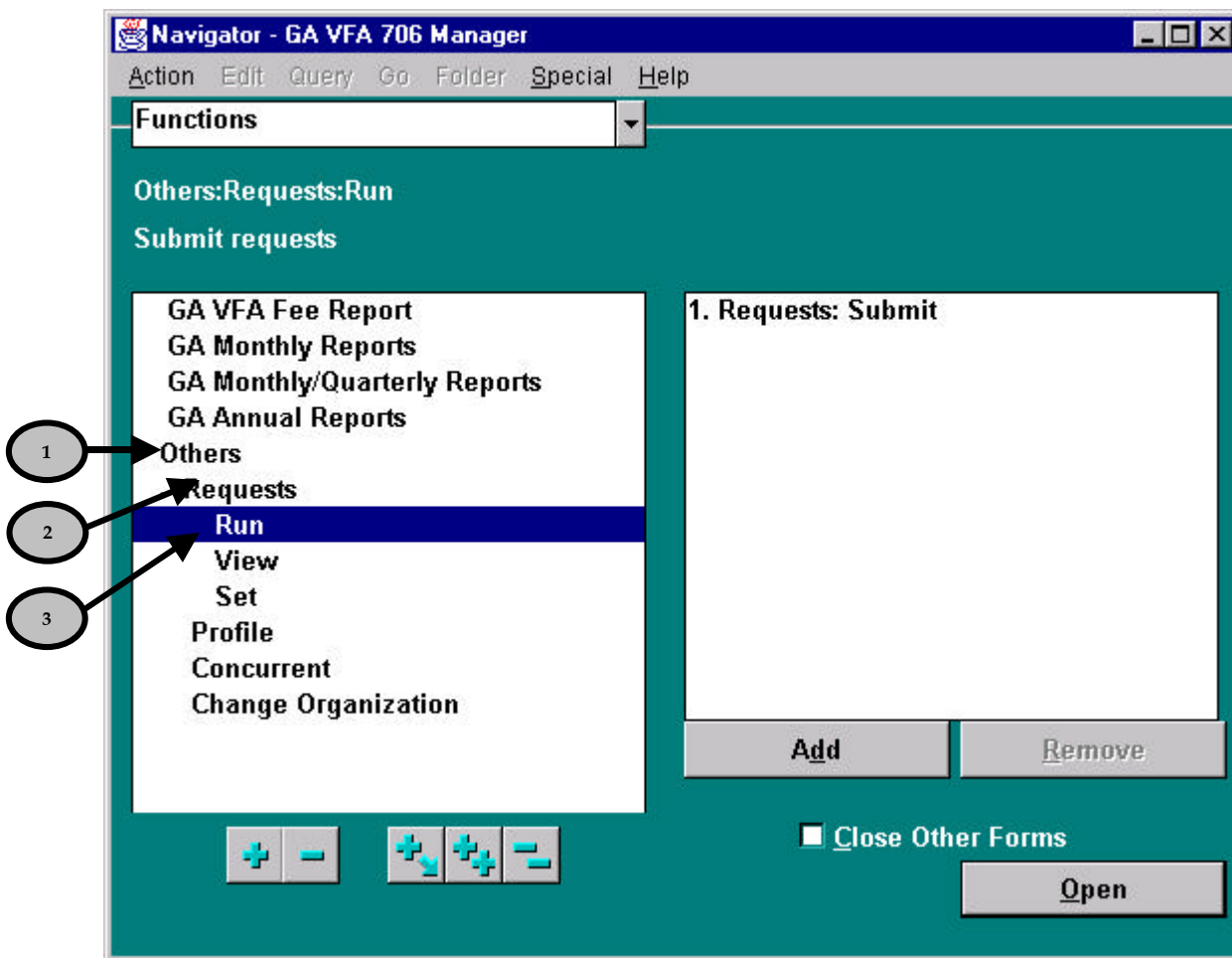
**Who:** VFA User, VFA Manager

**Frequency:** As Needed

**Situation:** When SFA has approved an invoice for payment, CSAC will receive an Email notification that the Statement of Account is ready to be generated. At this point, CSAC may view and print a Statement of Account. The following steps show how to view and print a Statement of Account.

### View Statements of Account

Navigator Window

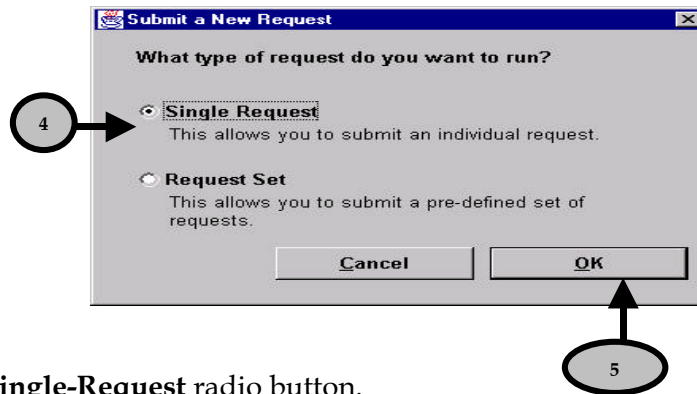


1. From the Navigator Window , double-click **Others**.
2. Double-click **Requests**.
3. Double-click **Run**.

-OR-

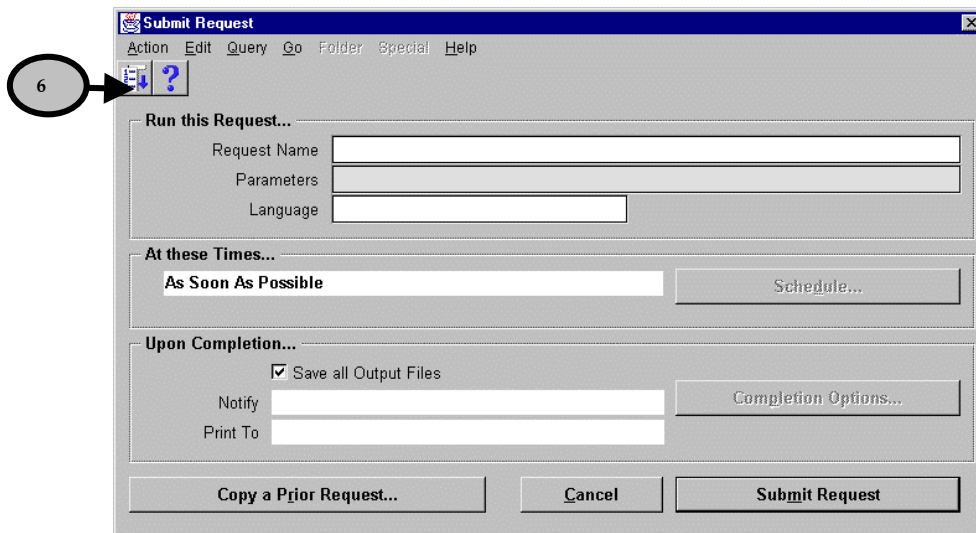
Click **Run** and click the **Open** button. The Submit a New Request window is displayed.

### Submit a New Request Window



4. Click the **Single-Request** radio button.
5. Click the **OK** button. The Submit Request window is displayed.

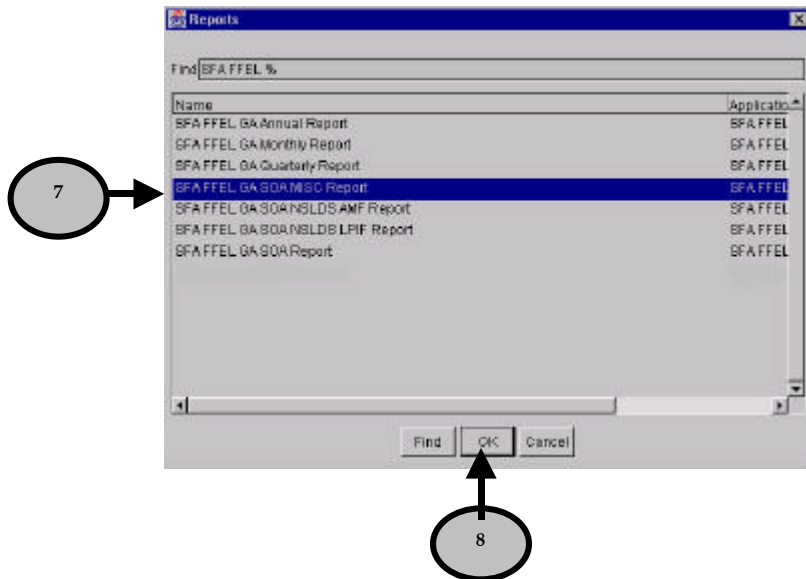
### Submit Request Window



6. Click the **List of Values** icon  to select from a list of valid values for the report **Request Name** field. The Reports window is displayed.



## Reports Window



7. Highlight SFA FFEL GA SOA MISC Report and click the OK button.

8. Press the **Enter** key.

-OR-

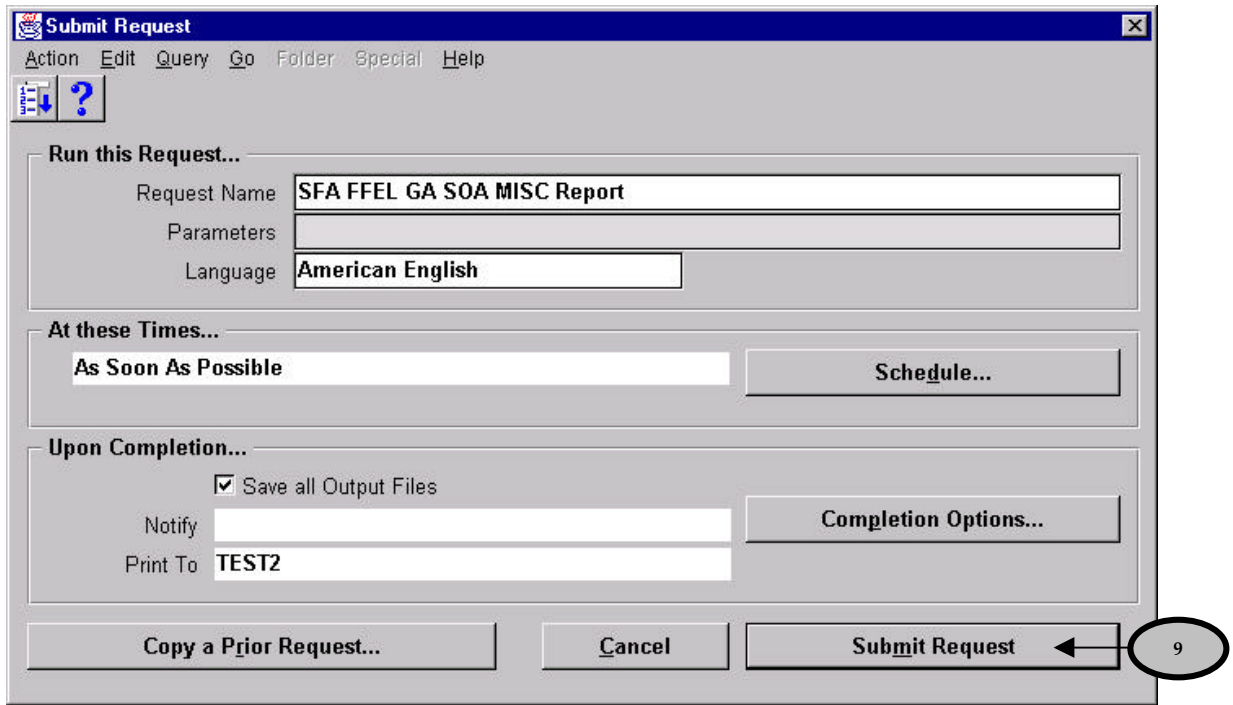
Click the OK button. The Submit Request window is displayed.





Depending on the type of report selected from the Reports window, a window requesting different parameters may appear.

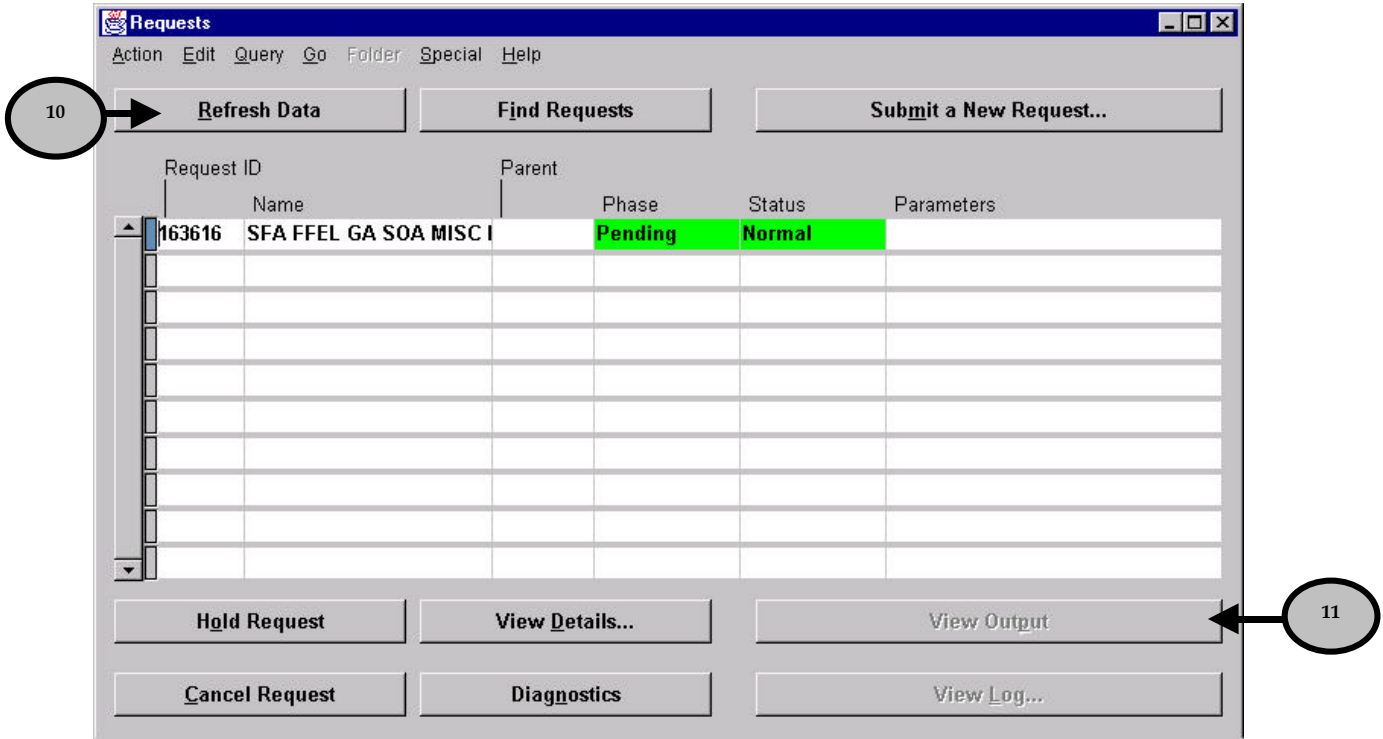
### Submit Request Window



9. Click the **Submit Request** button. The **Requests** window opens.



Request Window



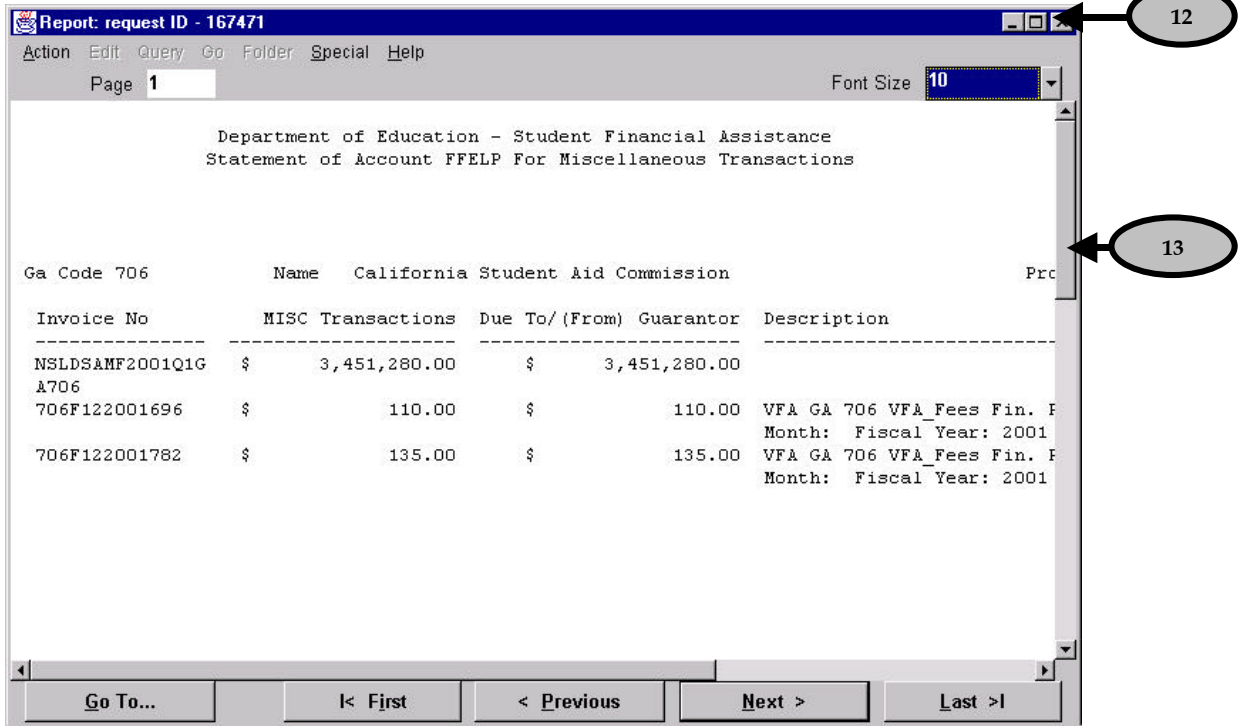
10. Click the **Refresh Data** button to update the information on this window. This window displays the **Phase** and **Status** of your report request.
  - The Phases are: Pending, Running, and Completed.
  - The Statuses are: Normal and Error.
 You may need to click the **Refresh Data** button multiple times until the request shows **Completed** in the Phase column, as the information displayed on the **Requests** window is a snapshot in time.
  
11. When the phase is **Completed** and the status is **Normal**, Click the **View Output** button to view the report. The **Report: request ID - #** window is displayed.

**FYI**

*If the Status ever completes with a value of **Error**, contact an SFA representative.*



Report Request ID Number ##### Window



12. Click the **Font Size** field to change the font size of the report, if desired.



13. Use the **scroll bar** to move through the report.



### *Print Reports and Statements of Account*

Before a report or Statement of Account can be printed, it must first be viewed in the Report: request ID - # window. The following steps show how to copy a report to the Internet browser and print the report using the browser's print capability.



1. With the report displayed on the Report: request ID - # window, select **Copy File** from the **Special** menu. The report is copied into the browser (i.e., Internet Explorer or Netscape), and can be printed using the print functionality of the browser being used.
2. Once the report prints, close the report displayed in the browser.
3. Click the  button to close the Report: Request ID - # window. The Requests window is displayed.
4. Click the  button to close the Requests window. The Navigator window is displayed.

#### **FYI**

*Please refer to the FFEL-GA Guaranty Agency User Guide for more details on Form 2000 processing.*

