
US Department of Education



FAFSA on the Web Redesign Use Case Specification: Request Duplicate SAR

Version 4.2

FAFSA on the Web Redesign	Version: 4.2
Use Case Specification: Request Duplicate SAR	Date: 3/5/01

Revision History

Date	Version	Description	Author
11/6/00	1.0	Request Duplicate SAR	Modernization Partner
11/7/00	2.0	Developed assumptions section and created extensions to negate each assumption, including invalid data, nonexistent record, and incorrect address. Increased detail in the basic and alternative flow steps. Added associated Wireframe files. Added data elements where known. Template and style changes. Combined alternate and error flows sections so that they corresponded with assumptions section.	Sandy England
11/7/00	2.1	Modify basic flows (take out PIN Authentication since it is a whole process by itself)	Modernization Partner (Jenny Connelly & Nan Li)
11/21/00	3.0	Modify basic flows (take out PIN Authentication since it is a whole process by itself) Complete alternative flows Add field validation Edited Pre-conditions Added Diagrams Renumbered flow Updated Business Rules	Modernization Partner (Jenny Connelly & Nan Li)
11/28/00	4.0	Added Assumption for alternate year (NCS 11/27/00) Added school year 2000-2001 to dropdown list and created alternate flow for it (NCS 11/27/00) List URL's of both production and testing site for PIN and Release 4.0 (NCS 11/27/00) Added alternate flow for PIN validation failure (NCS 11/27/00) Added rules to find transactions (NCS 11/27/00) Add Navigation links in Navigation Links section (NCS 11/27/00, Nina 12/20/00) Add default rule for skipping data input field in Business Rule Section	Modernization Partner (Jenny Connelly & Nan Li)

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2/8/01	4.1	Updated to Version 4.1	Modernization Partner
3/6/01	4.2	Updated wireframes.	Modernization Partner

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Use Case Specification: Request Duplicate SAR

1. Use Case Name: Request Duplicate SAR

1.1 Brief Description

This use case describes how an Applicant completes Request Duplicate SAR (Student Aid Report).

1.2 Note

- Navigation to get page-specific help messages is not documented in this use case. Please refer to “**FAFSA_WEB_Help.doc**” for more information.
- Description of concept, data, variables and database interactions is defined in “**FAFSA_WEB_Glossary.doc.**”
- Edit error process (validation and error display) is defined in “**FAFSA_WEB_Edit_Error.doc.**”

2 Actors

#	Actor Name	Actor Type
1	Applicant	Primary
2	PIN Site	Secondary

3 Assumptions

#	Assumptions
1	Applicant has a PIN and does not want to request another one.
2	Applicant chooses 2001-2002 school year.
3	Applicant selects NEXT to continue. (Follow006.htm)
4	Applicant is validated by the PIN site
5	Applicant wants to receive the SAR Transaction.
6	Applicant selects SUBMIT to continue. (\App\FollowUp\followupapp_SAR_1.htm)
7	Record found in CPS database for the Transaction number that the applicant enters.
8	Applicant selects NEXT to continue. (\App\Followup\followupapp_SAR_2.htm)
9	Applicant’s address is correct.
10	Applicant selects SUBMIT to continue. (\App\Followup\followupapp_SAR_3.htm)
11	Applicant selects EXIT to exit application. (use case ends) (\App\Followup\followupapp_SAR_4.htm)

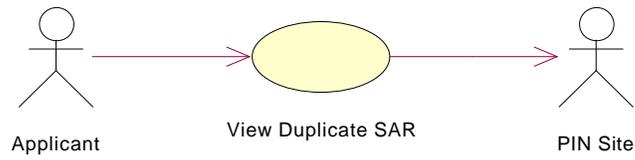
4 Pre-Conditions

#	Pre-Conditions	Wireframe
1	Applicant begins at the home page	home.htm
2	Applicant selects: FOLLOW UP ON SUBMITTED FAFSA	Follow001.htm
3	Applicant selects: REQUEST DUPLICATE SAR	Follow006.htm

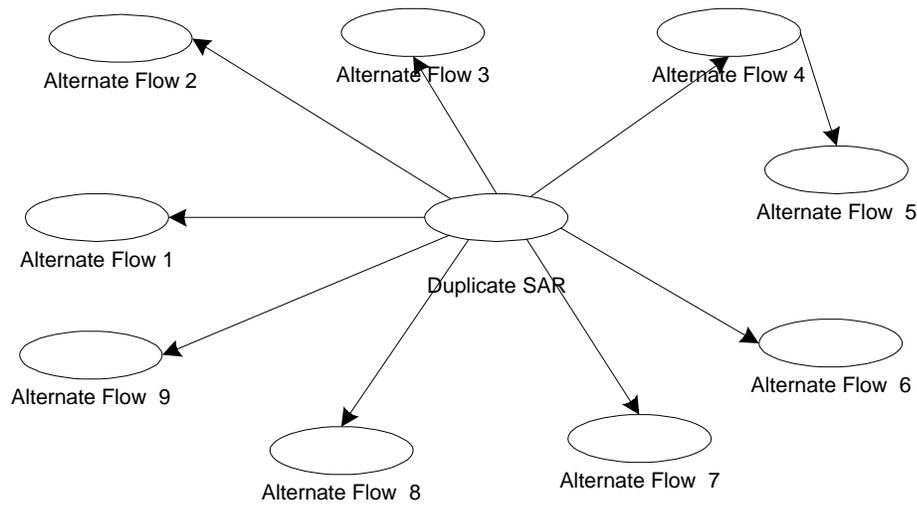
5 Post-Conditions

#	Post-Conditions	Wireframe
1	CPS system processes request	

6 Diagram



7 Alternate Course Diagram



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78 Flow of Events

7.1 Basic Flow

Basic Flow				
#		Events	Data Elements	Wireframe
1	→	This use case begins when the Applicant chooses to Request a Duplicate SAR.		
2	←	System displays web page: Request Duplicate Student Aid Report (SAR).		Follow006.htm
3.1	→	Applicant selects school year "2001-2002" from the dropdown list: Which school year would you like to request your duplicate SAR?	School Year Dropdown list ISSCHOOLYEAR() ISNOTBLANK()	
4	→	Applicant selects NEXT to continue.		

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Follow006.htm

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U.S. Department of Education, Student Financial Assistance

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[Completing a FAFSA](#)

FAFSA Follow-Up

- [Overview](#)
- [Check Status](#)
- [Request Duplicate SAR](#)
- [Register for Your PIN](#)
- [Forgot Your PIN?](#)
- [FAFSA Follow-up FAQs](#)

2. Request Duplicate Student Aid Report (SAR)

You can request a duplicate Student Aid Report (SAR) if you submitted a FAFSA for the 2000 - 2001 School Year (July 1st 2000 - June 30th 2001) or 2001 - 2002 School Year (July 1st 2001 - June 30th 2002).

To request a duplicate SAR, you need to have a PIN from the Department of Education. If you do not have a PIN, or need to request your PIN again, go to the [PIN Site](#).

If you know your PIN, select the year you would like to request a duplicate SAR for and select **Next**.

Which school year would you like to request your duplicate SAR for?

- The 2000-2001 School Year (July 1st, 2000 - June 30th, 2001)
- The 2001-2002 School Year (July 1st, 2001 - June 30th, 2002)

Select

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Notes:

- Need to link to Help section for Dup SAR when this is complete.

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Basic Flow, continued				
#		Events	Data Elements	Wireframe
5	←	System transits to the PIN Authentication process	Pass parameters to PIN: path = "authenticate" successful = "\\App\FollowUp\followu papp_SAR_1.htm"	www.pin.ed.gov/servlet/PINAPIServlet same page can be found in \\Pin\loginDup_SAR.htm
6.1	→	PIN site authenticates the applicant.	Receives [szSSNORIG], [szNAMEID]	

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Basic Flow, continued				
#		Events	Data Elements	Wireframe
7	←	System displays web page: Duplicate SAR Transaction to Request		\App\FollowUp\followupapp_SAR_1.htm
8	→	The web page asks the applicant, "Which SAR transaction would you like to request for the 2001 - 2002 school year?" Applicant enters transaction number.	[szHCTRANSNUM]	
9	→	Applicant selects SUBMIT to continue.		

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\\App\FollowUp\followupapp_SAR_1.htm

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FAFSA on the Web Request Duplicate SAR

Duplicate SAR Transaction to Request

Which SAR transaction would you like to request for the 2001 - 2002 school year?

[Submit \(found\)](#)
[Submit \(not found\)](#)
[Already on File](#)

[Sample error - trans #](#)

If you do not know which transaction to request, leave the field blank. We will look up your most recent transaction for the selected school year.

If you would like to choose a transaction other than your most recent transaction, enter the transaction number you would like to request.

The **transaction number** can be found in the upper right hand corner of your Student Aid Report (SAR), directly beneath your Social Security Number and to the right of your name ID (the first two letters of your last name). If you would like to exit this process, select Exit.

If you have further questions, please contact Customer Service at 1-800-801-0576 / TTY 1-800-511-5806.

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Notes about this screen:

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Basic Flow, continued				
#		Events	Data Elements	Wireframe
10.1	←	System locates record in CPS database.		
11	←	System displays web page: Match Found for SAR Transaction		\\App\Followup\followupapp_SAR_2.htm
12	←	System displays transaction information	[szHCTRANSNUM] [szCOMPLETEDATE] [szRECEITDATE] [szPROCDATE] [szSIGNEDBY] [szEFCOFFICIAL] [szWEBAPPSOURCE]	
13.1	→	Applicant verifies the transaction is the right transaction.		
14	→	Applicant selects NEXT to continue.		

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\\App\Followup\followupapp_SAR_2.htm

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FAFSA on the Web Request Duplicate SAR

Match Found For SAR Transaction

We have found an application on file for you. Please review the following information. If this is the application you would like us to print and mail to you, select **Next**.

Application Transaction #: <XX>

Date Completed: <MM/DD/CCYY>
 Application Receipt Date: <MM/DD/CCYY>
 Processed Date: <MM/DD/CCYY>
 Signed by: STUDENT
 Expected Family Contribution: EFC= <XXXX>
 Application Source: Corrections on the Web

If this is not the correct transaction, and you would like to enter a new transaction number, then **Try Again**.

If you would like to exit this process, select Exit. If you have further questions, please contact Customer Service at 1-800-801-0576 / TTY 1-800-511-5806.

Try Again

[Try again](#)

Next

[Next](#)

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Exit

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Basic Flow, continued				
#		Events	Data Elements	Wireframe
15	←	System displays web page: Address Verification for Duplicate SAR		\App\FollowUp\followupapp_SAR_3.htm
16	←	System displays applicant's name and address.	[szNAMEF] [szNAMEM] [szNAMEL] [szADDRESS] [szCITY] [szSTATE] [szZIP]	
17.1	→	Applicant verifies that address is correct.		
18	→	Applicant selects SUBMIT to continue.		

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\\App\FollowUp\followupapp_SAR_3.htm

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FAFSA on the Web Request Duplicate SAR

Address Verification for Duplicate SAR

Please verify that the mailing address is correct.

We will only be able to send your duplicate SAR request to this address.

Student's Name: <Firstname> < Middle Name > < Last Name >

Student's Address: < Street Address >
< City > < State > < Zip >

If the address is correct, then select **Submit**

If the address is not correct, select Exit to cancel your request, or select [Make Corrections](#) to update your address and have a new SAR sent to you.

We can only send your duplicate SAR to the address we currently have on file. If you would like to make address corrections over the phone or have further questions, please contact the Federal Student Aid Information Center at 1-800-4-FEDAID or 319-337-5665 / TTY 1-800-730-8913.

To make an address corrections over the phone you need to have your DRN (Data Release Number). You can find your DRN on the upper right hand corner of your SAR. It is a four-digit number.

[Submit](#)

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Basic Flow, continued				
#		Events	Data Elements	Wireframe
19	←	System displays: Thank You for Your Request		\App\FollowUp\followu papp_SAR_4.htm
20	←	System provides confirmation stamp.	'D' for duplicate SAR [szSSNORIG] [szNAMEID] [szHCTRANSNUM] Machine Timestamp	
21	→	Applicant selects EXIT to exit application.		
22	→	Use case ends		

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\\App\FollowUp\followupapp_SAR_4.htm

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FAFSA on the Web Request Duplicate SAR

Thank You For Your Request

Confirmation Stamp: <INPUTRECTYPE> <SSNORIG> <NAMEID> <szTRANSNUM> <HTTPTIME>

We will mail your SAR to you via the U.S. Postal Service. You can expect your SAR to arrive in 7-10 days. If you have a printer, we recommend you print this page as a confirmation that your Duplicate SAR Request was received.

Printing Instructions: To print this page, select File/Print... from your browser's menu bar or select Print.

If you do not have a printer, we recommend you write down the confirmation stamp above.

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3. Alternative Flows

Alternate Course 1

Title: Applicant needs a PIN

Assumptions:

#	Assumptions
1	Applicant does not have a PIN or want to request PIN again.

Alternate Course				
#		Events	Data Elements	Wireframe
3.2	→	Applicant selects PIN Site link		www.pin.ed.gov same page can be found in \pin\index.htm
		Use case ends		

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Alternate Course 2

Title: Applicant selects “2000-2001” for the school year.

Assumptions:

#	Assumptions
1	Applicant has a PIN and does not want to request another one.
2	Applicant chooses 2000-2001 school year.

Alternate Course				
#		Events	Data Elements	Wireframe
3.3	→	Applicant selects school year “2000-2001” from the dropdown list: Which school year would you like to request your duplicate SAR?	School Year Dropdown list ISSCHOOLYEAR() ISNOTBLANK()	
		Continue at Release 4		//www.fafsa.ed.gov/fotw0001/sarintro.htm

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Alternate Course 3

Title: Applicant PIN authentication failed.

Assumptions:

#	Assumptions
1	Applicant has a PIN and does not want to request another one.
2	Applicant chooses 2001-2002 school year.
3	Applicant selects NEXT to continue. (Follow006.htm)
4	Applicant PIN authentication failed.

Alternate Course				
#		Events	Data Elements	Wireframe
6.2	→	PIN authentication failed		
		Use case ends.		

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Alternate Course 4

Title: Record not found for Transaction number with Retry for Transaction number

Assumptions:

#	Assumptions
1	Applicant has a PIN.
2	Applicant chooses 2001-2002 school year.
3	Applicant selects NEXT to continue. (Follow006.htm)
4	Applicant is validated by the PIN site
5	Applicant wants to receive the SAR Transaction.
6	Applicant selects SUBMIT to continue. (\App\FollowUp\followupapp_SAR_1.htm)
7	Record is not found in the CPS database for the Transaction number that the applicant enters.
8	Applicant retries transaction number.

Basic Flow, continued

#		Events	Data Elements	Wireframe
10.2	←	System does not locate record in CPS database.		
	←	System displays web page: Duplicate SAR Request Record not Found		\App\FollowUp\followupapp_SAR_6.htm
10.2.1	→	Applicant selects TRY AGAIN to continue.		
		Resumes step #7 in Use Case Request Duplicate SAR		

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\\App\FollowUp\followupapp_SAR_6.htm

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FAFSA on the Web Request Duplicate SAR

Duplicate SAR Request Record Not Found

We could not find a match for you in our database. Possible reasons for this are:

- You may not have a 2001-2002 FAFSA application on file.
- You may have entered an invalid transaction number for the school year.
- The Social Security Number and first two letters of your last name that you entered do not match what we have on file.

To re-enter your transaction number, select **Try Again**.

To re-enter your Social Security Number, first two letters of your last name, your date of birth, and your PIN, select **Re-enter PIN**.

If you have further questions, please contact Customer Service at 1-800-801-0576 / TTY 1-800-511-5806.

Re-enter PIN

[Re-enter PIN](#)

Try Again

[Try Again](#)

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Alternate Course 5

Title: Record not found for Transaction number with Retry for PIN

Assumptions:

#	Assumptions
1	Applicant has a PIN.
2	Applicant chooses 2001-2002 school year.
3	Applicant selects NEXT to continue. (Follow006.htm)
4	Applicant is validated by the PIN site
5	Applicant wants to receive the SAR Transaction.
6	Applicant selects SUBMIT to continue. (\App\FollowUp\followupapp_SAR_1.htm)
7	Record is not found in the CPS database for the Transaction number that the applicant enters.
8	Applicant selects to RE-ENTER a PIN.

Basic Flow, continued				
#		Events	Data Elements	Wireframe
10.2.2	→	Applicant selects RE-ENTER PIN to continue.		
		Continues at #5		

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Alternate Course 6

Title: Duplicate record already on file

Assumptions:

#	Assumptions
1	Applicant has a PIN.
2	Applicant chooses 2001-2002 school year.
3	Applicant selects NEXT to continue. (Follow006.htm)
4	Applicant is validated by the PIN site
5	Applicant wants to receive the SAR Transaction.
6	Applicant selects SUBMIT to continue. (\App\FollowUp\followupapp_SAR_1.htm)
7	Record with the Transaction number that the applicant enters is already on file for duplicate process

Alternate Course				
#		Error Flows	Data Elements	Wireframe
10.3	←	System finds that the record is already on file for duplicate process in CPS database.		
	←	System displays web page: Duplicate SAR Request Already Filed		\App\FollowUp\followupapp_SAR_5.htm
	→	Applicant selects EXIT to continue.		
	→	Use case ends		

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\\App\FollowUp\followupapp_SAR_5.htm

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FAFSA on the Web Request Duplicate SAR

Duplicate SAR Request Already Filed

Our records show that you recently submitted a duplicate SAR request. You must wait until that SAR request has been processed before submitting another request. Duplicate SAR requests are processed within three days.

If you have further questions, please contact Customer Service at 1-800-801-0576 / TTY 1-800-511-5806.

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Alternate Course 7

Title: Search for a different Transaction

Assumptions:

#	Assumptions
1	Applicant has a PIN.
2	Applicant chooses 2001-2002 school year.
3	Applicant selects NEXT to continue. (Follow006.htm)
4	Applicant is validated by the PIN site
5	Applicant wants to receive the SAR Transaction.
6	Applicant selects SUBMIT to continue. (\App\FollowUp\followupapp_SAR_1.htm)
7	Record found in the CPS database for the Transaction number that the applicant enters.
8	Applicant wants to get a different transaction from the one that is found by selecting TRY AGAIN .

Alternate Course				
#		Error Flows	Data Elements	Wireframe
13.2	→	Applicant decides the transaction is not what (s)he wants.		
	→	Applicant selects TRY AGAIN to continue.		
		Continues at #7		

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Alternate Course 8

Title: Get a printable copy of SAR Transaction

Assumptions:

#	Assumptions
1	Applicant has a PIN.
2	Applicant chooses 2001-2002 school year.
3	Applicant selects NEXT to continue. (Follow006.htm)
4	Applicant is validated by the PIN site
5	Applicant wants to receive the SAR Transaction.
6	Applicant selects SUBMIT to continue. (\App\FollowUp\followupapp_SAR_1.htm)
7	Record found in the CPS database for the Transaction number that the applicant enters.
8	Applicant wants to get a printable copy of SAR Transaction by selecting VIEW PRINTABLE COPY OF THIS FAFSA .

Alternate Course				
#		Events	Data Elements	Wireframe
13.3	→	Applicant verifies the SAR transaction.		
	→	Applicant selects VIEW PRINTABLE COPY OF THIS FAFSA to continue.		
		<i>INCLUDES</i> Use Case View Printable FAFSA Summary		
		Continues at #10.1		

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Alternate Course 9

Title: Applicant wants to change address

Assumptions:

#	Assumptions
1	Applicant has a PIN.
2	Applicant chooses 2001-2002 school year.
3	Applicant selects NEXT to continue. (Follow006.htm)
4	Applicant is validated by the PIN site
5	Applicant wants to receive the SAR Transaction.
6	Applicant selects SUBMIT to continue. (\App\FollowUp\followupapp_SAR_1.htm)
7	Record found in the CPS database for the Transaction number that the applicant enters.
8	Applicant selects NEXT to continue. (\App\Followup\followupapp_SAR_2.htm)
9	Applicant's address is incorrect and applicant wants to change.
10	Applicant selects Make Corrections to continue.

Alternate Course				
#		Events	Data Elements	Wireframe
17.2	→	Applicant verifies address and chooses to change it.		
	→	Applicant selects Make Corrections to continue.		
		<i>Resumes at</i> Use Case Make FAFSA Corrections (skip the PIN authentication)	Pass [szHCTRANSNUM]	
		Use case ends		

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89 Business Rules

#	Business Rules
1	2001-2002 School Year (July 1st, 2001 - June 30th, 2002)
2	By default, applicant can skip any data entry field. Fields that cannot be skipped will either have specification in Data Element field or have validation function ISNOTBLANK() listed for the variables that hold the input data, in Glossary.
3	When applicant chooses to Make Corrections in use case Applicant wants to change address , skip the PIN authentication phase in Use case Make FAFSA Corrections and pass [szHCTRANSNUM] to it.
4	“Duplicate record on File” status in use-case Duplicate record already on file is decided by calling stored procedure W60 using szSSNORIG and szNAMEID and "D" for INPUTRECTYPE to see if a Duplicate SAR Request currently exists on the TCPS2040 table for the user.
5	SAR transaction is searched by calling stored procedure W61 using the szSSNORIG, szNAMEID, and szHCTRANSNUM. It should be an exact match search.
6	Duplicate SAR request is saved into TCPS2040 table. All parameters values should be empty except the following: [szSSNORIG], [szNAMEID], [szHCTRANSNUM], [szTRANSNUM], [szBROWTYPE], [szBROWVERS], [szBROWKEY], [szBROWOS]
7	Display official EFC at the confirmation page. If the official EFC is not available, display blank.

910 Navigation Link

#	Navigation Links
1	Selecting EXIT button will return to the home page – URL home.htm
2	Selecting FAFSA ON THE WEB LOGO will continue at home.htm
3	Selecting HOME will continue at home.htm
4	Selecting CUSTOMER SERVICE will continue at Contact.htm
5	Selecting HELP will continue at Help.htm
6	Selecting FAFSA FAQS will continue at FAQ001.htm
7	Selecting OVERVIEW will continue at Follow001.htm
8	Selecting CHECK STATUS will continue at Check Status Use Case (app/FollowUp/followupapp_Status_1.htm)
9	Selecting REGISTER FOR YOUR PIN will continue at www.pin.ed.gov
10	Selecting FORGOT YOUR PIN will continue at www.pin.ed.gov
11	Selecting FAFSA FOLLOW UP FAQS will continue at Follow011.htm
12	Selecting MAKE CORRECTIONS will continue at Make Corrections Use Case (app/CorrAp/corrapp_intro.htm)
13	Selecting OPEN SAVED CORRECTIONS will continue at Open Saved Corrections Use Case (app/CorrAp/corrapp_saved.htm)
14	Selecting REQUEST DUPLICATE SAR will continue at Request Duplicate SAR Use Case (app/FollowUp/followup_SAR_1.htm)
15	When testing, the domain name for PIN site is: //fasatest.test.ed.gov/ When in production, the domain name is: //www.pin.ed.gov/
16	When testing, the domain name for Release 4 site is: //fasatest.test.ed.gov/ When in production, the domain name is: //www.fafsa.ed.gov/

1011 Referenced Use Cases

#	Related Use Cases
1	View Printable FAFSA Summary
2	Make FAFSA Corrections

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