

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.4	Qualify Inquiry							
1.4.1	Determine which cycle customer is calling about							
1.4.1.1	Ability to view customer identification information							
		System will display Customer SSN	P308 Main Inquiry	High		Read Only Field See Design Items If the identifying information is captured in the IVR, then information/screen pop will be passed to the CSR; however if information is not passed, nothing will be passed		Existing
		System will display Customer Last Name	P308 Main Inquiry	High				Existing
		System will display Customer First Name	P308 Main Inquiry	High				Existing
		System will display Date of Birth (DOB)	P308 Main Inquiry	High				Existing
		System will display the current Cycle Year	P308 Main Inquiry	High				Existing
1.4.1.2	Ability to determine cycle year customer is calling about							
		N/A	Training					
1.4.2	Qualify Inquiry							

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		N/A						

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Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.5	Route to Appropriate Call Center							
1.5.1	Route to Appropriate Call Center or External Department							
1.5.1.1	Ability to transfer customer to appropriate call center or external department					See Design Items		
		System will display a list of call center contact numbers	N/A	Low		KM		Existing

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Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.6	Identify Customer							
1.6.1	Determine type of customer							
1.6.1.1	Ability to determine if the customer is an applicant, parent of an applicant, school financial aid administrator, guarantee agency, library, high school, family members, guardians, or other.							
		N/A	Training					
1.6.2	Request Social Security Number, Date of Birth and Name from applicant							
1.6.2.1	Ability to search for applicant based on given identifiers							
		System will search for customer record using Social Security Number	Blank P308 Main Inquiry Screen	High				Existing
		System will search for customer record using combination of First Name and Last Name	Blank P308 Main Inquiry Screen	High				Existing
		System will search for customer record using Original Identifier	Blank P308 Main Inquiry Screen	High		Is this still a valid search criteria?; See Design Items		Existing
1.6.2.2	Ability to view applicant's demographic information							
		System will display First Name for current transaction	P308 Main Inquiry	High				Existing
		System will display Last Name for current transaction	P308 Main Inquiry	High				Existing
		System will display Date of Birth for current transaction	P308 Main Inquiry	High				Existing

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Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type	
1.6.3	Request Social Security Number, Date of Birth and Name from customer calling on behalf of applicant	System will display Social Security Number for current transaction	P308 Main Inquiry	High				Existing	
		System will display Original Identifier for current transaction	P308 Main Inquiry	High				Existing	
		1.6.3.1	Ability to search for applicant based on given identifiers						
			System will search for customer record using Social Security Number	Blank P308 Main Inquiry Screen	High				Existing
			System will search for customer record using combination of First Name and Last Name	Blank P308 Main Inquiry Screen	High				Existing
			System will search for customer record using Original Identifier	Blank P308 Main Inquiry Screen	High		Is this still a valid search criteria?; See Design Items		Existing
		1.6.3.2	Ability to validate customer and views applicant's demographic information						
			System will display First Name for current transaction	P308 Main Inquiry	High				Existing
			System will display Last Name for current transaction	P308 Main Inquiry	High				Existing
			System will display Date of Birth for current transaction	P308 Main Inquiry	High				Existing
			System will display Social Security Number for current transaction	P308 Main Inquiry	High				Existing
			System will display Original Identifier for current transaction	P308 Main Inquiry	High				Existing

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Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.6.3.3	Ability to document customer's relationship to applicant							
		System will allow insert of Who Called in contact log	P308 Main Inquiry	High		The Who Called field is used to store codes that denote the type of customer not the actual customer name (ie. Enter ST for Student)		Existing
1.6.3.4	Ability to determine if applicant information should be disclosed to the customer based on 1st, 2nd, or 3rd party caller							
		System will allow validation of Federal School Code for 2nd Party Caller	P308 Main Inquiry	High				Existing
		System will allow insert of First and Last Name of 2nd Party caller in message of contact log	P308 Main Inquiry	High				Existing
		System will allow insert of Data Release Number for current cycle year	P308 Main Inquiry	High		Nice to have; See Design Items (If the DRN is no longer used this requirement will be removed)		New
		System will validate Data Release Number for current cycle year	P308 Main Inquiry	High		Nice to have; See Design Items (If the DRN is no longer used this requirement will be removed)		New
1.6.4	View customer information for appropriate cycle year and transaction(s)							
1.6.4.1	Ability to determine type of Hold File Record (Application OR COTW)							
		System will allow access to Hold File information referenced in Hold File Section	P311 Hold Table	High				Existing
1.6.4.2	Ability to view Application Hold File							

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Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.6.4.3	Ability to view COTW Hold File	System will allow access to Hold File information referenced in Hold File Section	P311 Hold Table	High				Existing
1.6.4.4	Ability to access the customer's SAR information for a specific cycle year and transaction	System will allow access to Hold File information referenced in Hold File Section	P311 Hold Table	High				Existing
1.6.4.5	Ability to access directory of a customer's imaged documents	System will allow access to Main Inquiry information referenced in Main Inquiry Section	P308 Main Inquiry	High				Existing
		System will allow access to Financial and Miscellaneous Main Inquiry information referenced in Financial and Miscellaneous Main Inquiry Section	P367 Fin and Misc	High				Existing
		System will allow access to Batch Number	P310 Image Display Screen	High				Existing
		System will allow access to Serial Number	P310 Image Display Screen	High				Existing
1.6.4.6	Ability to access to the customer's Expected Family Contribution (EFC) information	System will allow access to Cycle Year	P310 Image Display Screen	High				Existing
		System will allow access to Document Type	P310 Image Display Screen	High				Existing
		System will allow access to Expected Family Contribution Calculation information referenced in EFC Calculations Section	P365 EFC Calculations	High				Existing

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Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.6.4.7	Ability to access customer's Contact Log information							
		System will allow access to Contact Log information referenced in Contact Log Section	P309 Phone Log Screen	High		See Design Items		Existing
1.6.4.8	Ability for a borrower tracking CSR to access customer's borrower tracking history, if available.							
		System will provide access to NSLDS website for NSLDS Inquiries	www.nsls.ed.gov	Low		KM; Provide link to NSLDS website that will launch through a separate browser		New

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Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.7.1	Loan History Inquiry (NSLDS)							
	1.7.1.1 Capture Federal School Code							
	1.7.1.1.1 Ability to retrieve Federal School Code							
		System will provide federal school lookup capability by entering first four characters of the city name and 2 character state code	P366 Inquiry School List	High		Does the CSR look up the federal school code for a customer during an NSLDS Inquiry?		Existing
		System will provide access to online federal school code lookup	www.fafsa.ed.gov	High		There will be a link that opens a second browser (KM).		Existing
	1.7.1.2 CSR transfers customer to Borrower Tracking Queue							
	1.7.1.2.1 Ability to contact member of Borrower Tracking Queue							
		N/A	N/A			This is only applicable for warm transfers. Refer to Design Item #106		Existing
	1.7.1.2.2 Ability to provide identifying information about customer							
		System will send customer identifying information to a CSR in the Borrower Tracking Queue via screen pop	P308 Main Inquiry	Low		This is new functionality. Refer to Design Item #128		New
	1.7.1.2.3 Ability to transfer customer to member of Borrower Tracking Queue							
		N/A	PBX			Refer to Design Item #106		Existing
	1.7.1.3 Explain that loan information can be accessed with PIN on the website							

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Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.7.1.3.1	Ability to explain to customer how to access loan information via the website (www.nsls.ed.gov) using a PIN							
		N/A	www.nsls.ed.gov					Existing
1.7.1.4	CSR logs into NSLDS							
1.7.1.4.1	Ability to log into NSLDS website to research NSLDS Inquiry							
		System will provide access to NSLDS website for NSLDS Inquiries	www.nsls.ed.gov	High		There will be a link that opens a second browser (KM).		Existing
1.7.1.5 1.7.1.6 1.7.1.7	Use NSLDS website to answer customer inquiry							
1.7.1.5.1 1.7.1.6.1 1.7.1.7.1	Ability to use the NSLDS website to answer customer inquiry							
		N/A	www.nsls.ed.gov			Deviates from process flow.		Existing
1.7.1.8	Explain that NSLDS can only be updated by GA or DLS							
1.7.1.8.1	Ability to explain to customer that NSLDS can only be updated by Guarantee Agency (GA) or Direct Loan Servicer (DLS)							
		N/A	Training			Refer to Design Item #		Existing
1.7.1.9	Explain that information can only be given to borrower or FA Admin							
1.7.1.9.1	Ability to explain to customer that information can only be given out to borrower or Financial Aid Administrator							

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Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		N/A	Training					Existing

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Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.7.2	Imaging Department Inquiry							
	1.7.2.1 Determine Application Type							
	1.7.2.1.1 Ability to determine if transaction was submitted by paper							
		System will display Input Record Type	P308 Main Inquiry	High		"A" indicates paper		Existing
		System will display Transaction Number	P308 Main Inquiry	High				Existing
		System will display Transaction	P308 Main Inquiry	High				Existing
	1.7.2.2 Confirm that image exists							
	1.7.2.2.1 Ability to ensure batch and serial match on the main inquiry and the Image Display screens							
		System will display Batch Number	P308 Main Inquiry , P310 Image Display	High				Existing
		System will display Serial Number	P308 Main Inquiry , P310 Image Display	High				Existing
	1.7.2.3 Record call on manual log							
	1.7.2.3.1 Ability to record call type of imaging in paper log					Recorded in paper log to track call types of "Imaging"		
		N/A						

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Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.7.2.4	Begin Phone log in customer record							
1.7.2.4.1	Ability to create a phone log							
		System will allow user to insert comments	P308 Main Inquiry	High		CSR describes error		Existing
		System will allow user to insert error codes	P308 Main Inquiry	High				Existing
1.7.2.4.2	Ability to record Imaging Queue call in log							
		System will allow the user to insert Imaging call type	Paper	High		Currently done on paper as well in CPS for invoice purposes to track number of imaging related calls.		New
1.7.2.5	Transfer customer to Imaging Queue					See Design Items		
1.7.2.5.1	Ability to contact a member of Imaging Queue		N/A					
		N/A						
1.7.2.5.2	Ability to provide demographic information about customer	System will transfer customer record to supervisor	N/A	High				Existing
		System will transfer customer phone log record to supervisor	N/A	High				Existing
1.7.2.5.3	Ability to transfer customer to member of Imaging Queue							Existing
		N/A						

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Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.7.2.6	Request Name and SSN to re-identify customer							
1.7.2.6.1	Ability to verify customer name, social security number, and date of birth							
		System will allow searches to be performed using the combination of 9 digit social security number and first 2 characters of last name	P311 Hold File	High				Existing
		System will allow searches to be performed using 11 digit Original Identifier	P311 Hold File	High				Existing
		System will display Student's Last Name	P308 Main Inquiry	High				Existing
		System will display Student's First Name	P308 Main Inquiry	High				Existing
		System will display Middle Initial	P308 Main Inquiry	High				Existing
		System will display students DOB	P308 Main Inquiry	High				Existing
		System will display caller relation	P308 Main Inquiry	High		WH called currently is in the phone log and not captured until the end of a call		Existing
1.7.2.7	Research customer record to confirm data error							
1.7.2.7.1	Ability to ensure batch and serial match on the main inquiry and the Image Display screens							

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Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will display Batch Number	P308 Main Inquiry, P310 Image Display Screen	High				Existing
		System will display Serial Number	P308 Main Inquiry, P310 Image Display Screen	High				Existing
1.7.2.7.2	Ability to view list of images							
		System will display list of images associated to transactions	P308 Main Inquiry, P310 Image Display Screen	High				
1.7.2.7.3	Ability to select image for viewing based on serial number and batch number captured							
		System will allow a user to select an image for view	P308 Main Inquiry	High		Currently hit "S" to go to the image		Existing
1.7.2.7.4	Ability to view image of document							
		System will display image	P308 Main Inquiry	High				Existing
1.7.2.7.5	Ability to review imaged information and identify data error							
		System will allow user to insert error type	P308 Main Inquiry	High				Existing
1.7.2.8	Make corrections to record with Online History Correction							
1.7.2.8.1	Ability to update customer record using Online History Correction							
		System will allow user to insert SAR line number	P380 Imaging Corrections (1)	High		Up to 6 updates, and entire line needs to be updated even if the was just one mistake		Existing

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Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.7.2.8.2	Ability to submit changes	System will allow user to insert SAR Correction	P381 Imaging Corrections (2)	High				Existing
		System will highlight where changes were made	P381 Imaging Corrections (2)	High				Existing
		System will perform edit checks for valid field content	P381 Imaging Corrections (2)	High				Existing
1.7.2.8.3	Ability to automatically generate phone log	System will ask user to confirm changes	P381 Imaging Corrections (2)	High				Existing
		System creates phone log indicating update	P308 Main Inquiry	High				Existing
1.7.2.8.4	Ability to create phone log with line changes							
		System will capture line change comments	P308 Main Inquiry	High				Existing
1.7.2.9	Fill out History Correction Notification Form and forward to FSA	System will capture manually entered log of the type of imaging error	P308 Main Inquiry	High				New
1.7.2.9.1	Ability to populate demographic information on History Correction Notification Form		N/A			Vicki is providing copy of History Correction Notification Form		
		N/A						

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Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.7.2.9.2	Ability to populate reason correction if needed on History Correction Notification Form		N/A			Vicki is providing copy of History Correction Notification Form		
		N/A						
1.7.2.9.3	Ability to populate action that needs to be taken on History Notification form		N/A			Vicki is providing copy of History Correction Notification Form		
		N/A						
1.7.2.9.4	Ability to send History Correction Notification Form to FSA		N/A			Is this form sent via email?		
		N/A						
1.7.2.10	Submit Processing Error letter to Ed Services							
1.7.2.10.1	Ability to send request for Processing Error Letter to Ed Services		N/A			IF FSAIC identifies a data entry error after viewing an applicant's imaged FAFSA, Renewal FAFSA, or SAR, an e-mail is sent to Editorial Services listing the identifiers for applicant. The e-mail confirms that a data entry error was made and that FSAIC is correcting the error. The e-mail is scanned in to our imaging system as a non-control inquiry. We produce a written response to the applicant. I have attached the text of that letter.		
		N/A						
1.7.2.11	Notify MDE of need for re-processing							

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Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.7.2.11.1	Ability to notify MDE of customer demographic information		N/A					
		N/A						
1.7.2.11.2	Ability to notify MDE of reason for correction		N/A					
		N/A						
1.7.2.11.3	Ability to notify MDE of action that needs to be taken		N/A					
		N/A						
1.7.2.11.4	Ability to send request for reprocessing to MDE		N/A					
		N/A						
1.7.2.12	Give instructions on filling out SAR Corrections							
1.7.2.12.1	Ability to provide customer with instructions of where to submit SAR corrections		Training					
		N/A						
1.7.2.12.2	Ability to provide customer with information on how to submit SAR corrections		Training					
		N/A						

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Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.7.2.12.3	Ability to provide customer with information on processing time		Training					
		N/A						

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Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.7.3	Status Check							
1.7.3.1	Search on SSN, and Name to pull up customer record from Hold File							
1.7.3.1.1	Ability to search for student using SSN, and Name to pull up customer record					All searches start in the 311 Hold File Screen		
		System will allow searches to be performed using the combination of 9 digit social security number and first 2 characters of last name	P311 Hold Table	High				Existing
		System will allow searches to be performed using 11 digit Original Identifier	P311 Hold Table	High				Existing
		System will display Student's Last Name	N/A	High				New
		System will display Student's First Name	N/A	High				New
		System will display Middle Initial	N/A	High				New
		System will allow access to Hold File information referenced in Hold File Section	P311 Hold Table	High				Existing
1.7.3.1.2	Ability to determine type of Hold File Record (Application OR COTW)							
		System will display hold file type	P311 Hold Table	High				Existing
1.7.3.1.3	Ability to view Application Hold File							
		System will display date added for Application hold file	P311 Hold Table	High				Existing

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Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will display source for Application hold file	P311 Hold Table	High				Existing
		System will display signed by for Application hold file	P311 Hold Table	High				Existing
		System will display email address for Application hold file	P311 Hold Table	High				Existing
		System will display Hold Indicator for Application hold file	P311 Hold Table	High				Existing
		System will display Dependency Indicator for Application hold file	P311 Hold Table	High				Existing
		System will display Process date for Application hold file if appropriate	P311 Hold Table	High				Existing
		System will be able to display hold file information on same view as main inquiry screen	P311 Hold Table	High				Existing
1.7.3.1.4	Ability to View COTW Hold File							
		System will display date of birth for COTW hold file	P311 Hold Table	High				Existing
		System will display date added for COTW hold file, if appropriate	P311 Hold Table	High				Existing
		System will display transaction number for COTW hold file	P311 Hold Table	High				Existing
		System will display signed by for COTW hold file	P311 Hold Table	High				Existing
		System will display email address for COTW hold file	P311 Hold Table	High				Existing

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Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.7.3.2	Explain that application is ready but requires signature or signature match	System will display Hold Indicator for COTW hold file	P311 Hold Table	High				Existing
		System will display Process date for COTW hold file	P311 Hold Table	High				Existing
		1.7.3.2.1 Ability to review the application portion of the hold file						
		System will display Signature Hold	P311 Hold Table	High				Existing
		System will display Signed By	P311 Hold Table	High				Existing
		System will display Process Date	P311 Hold Table	High				Existing
		System will display date added	P311 Hold Table	High				Existing
		System will display Source	P311 Hold Table	High				Existing
1.7.3.3	Inform customer that application is being processed							
		1.7.3.3.1 Ability to inform customer that application is being processed						
		N/A						
1.7.3.4	Access Process Record							

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Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
	Ability to access the Main Inquiry File							
		System will allow access to Hold File information referenced in Hold File Section	P308 Main Inquiry	High				Existing
1.7.3.5	Give pertinent data and provide status					CSR analyzes student record to determine any underlying issues		
1.7.3.5.1	CSR will access the Financial and Miscellaneous Screen	System will allow access to Financial and Miscellaneous information referenced in Financial and Miscellaneous Section	P367 Financial and Miscellaneous Screen	High				Existing
1.7.3.6	Check status on web site		www.fafsa.ed.gov					
1.7.3.6.1	Ability to ask customer when did Student file?		Training					
		N/A						
1.7.3.7.2	Ability to log into FAFSA website							
		System will provide access to www.fafsa.ed.gov	www.fafsa.ed.gov	High				Existing
1.7.3.7.3	Ability to asks customer for confirmation number		www.fafsa.ed.gov					
		N/A						
1.7.3.7.4	Ability to check the status on the web site		www.fafsa.ed.gov					

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Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		N/A	www.fafsa.ed.gov					
1.7.3.7	Inform customer of status							
1.7.3.7.1	Ability to explain the status of the application to the customer							
		N/A						
1.7.3.8	Allow more time for processing and give information on standard turnaround time							
1.7.3.8.1	Ability to explain the standard turn around time for processing, and that more time is required							
		N/A						
1.7.3.9	Recommend customer refile FAFSA		Training					
1.7.3.9.1	Ability to explain to customer how to refile FAFSA							
		N/A						
1.7.3.10	Resolve Identifier Issues		Training			This doesn't resolve the issue on the customer record, a CSR has to do this every time the		
1.7.3.10.1	Ability to resolve identifier issues by comparing Original ID and SSN		Training					
		System will display SSN	P308 Main Inquiry	High				Existing

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Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will display Original ID	P308 Main Inquiry	High				Existing
1.7.3.11	Transfer to Non-Technical Supervisor					See Design Items		
1.7.3.11.1	Ability to contact members of the Non-Technical Supervisor team							
		N/A						
1.7.3.11.2	Ability to provide demographic information about customer							
		System will transfer customer record to supervisor	N/A	High				Existing
		System will transfer customer phone log record to supervisor	N/A	High				Existing
1.7.3.11.3	Ability to transfer customer to member of the Non-Technical Supervisor							
		N/A						
1.7.3.12	Supervisor provides contact number for MDE							
1.7.3.12.1	Ability to provide instructions for faxing FAFSA to MDE							
		System will notify MDE of incoming fax	N/A	Low				New
1.7.3.13	Process form and mandate original processing date							

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Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.7.3.13.1	Ability to mandate original processing date to correct error							
		N/A						
1.7.3.13.2	Ability to process form							
		N/A						
1.7.3.14	Complete paper FAFSA		N/A					
1.7.3.14.1	Ability to inform customer to complete a paper FAFSA and submit it to MDE		N/A					
		N/A						
1.7.3.15	Send Delayed Non-processed letter		N/A					
1.7.3.15.1	Ability to send request for Non Processing letter		N/A					
		System will send request to MDE for Non Processing letter	N/A	Low				New

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Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.7.4	Refer to Financial Aid Administrator (FAA)					System will provide access to information from Main Inquiry and Financial and Miscellaneous screens if required to view customer record.		Existing
1.7.4.1	Determine type of question							Existing
1.7.4.1.1	Ability to determine if question pertains to award package							Existing
		N/A	N/A					
1.7.4.1.2	Ability to determine if question pertains to Special Circumstances							Existing
		N/A	N/A					
1.7.4.1.3	Ability to determine if question pertains to general Non-FSAIC issue							Existing
		N/A	N/A					
1.7.4.2	Inform customer to contact Financial Aid Administrator (FAA)							Existing
1.7.4.2.1	Ability to provide information for customer to contact his or her FAA							Existing
		System will provide a list of contact numbers for FAA by school	N/A	Low		Refer to Design Items		New

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.7.5	Student Aid Report (SAR) Help							
	1.7.5.1 Review Inquiry File							
	1.7.5.1.1 Ability to review SAR information							
		System will allow access to Main Inquiry information referenced in Main Inquiry Section	P308 Main Inquiry	High				Existing
		System will allow access to Financial and Miscellaneous Main Inquiry information referenced in Financial and Miscellaneous Main Inquiry Section	P367 Fin and Misc	High				Existing
		System will display school name corresponding to federal school code	P308 Main Inquiry	High		Process Change		New
		System will display SAR numbers from paper form next to corresponding screen fields		Low		NICE TO HAVE		New
		System will display transaction number		High				Existing
		System will display cycle year		High				Existing
	1.7.5.1.2 Ability to review Expected Family Contribution (EFC) Information if necessary							
		System will allow access to Expected Family Contribution Calculation information referenced in EFC Calculations Section	P365 EFC Calculations	High				Existing
	1.7.5.1.3 Ability to access to the customer's contact log information							
		System will allow access to Contact Log information referenced in Contact Log Section	P309 Phone Log Screen	High		See Design Items		Existing

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.7.5.2	Inform customer of reason SAR was rejected							
1.7.5.2.1	Ability to explain SAR Reject Codes to customer							
		System will display Reject Codes	P308 Main Inquiry	High		Reference Table of Reject Codes in tech ref		Existing
		System will display translations for Reject Codes		Low				New
		System will display Comment Codes	P308 Main Inquiry	High				Existing
		System will display translations for Comment Codes		Low		See Design Issues; Reference 2002 - 2003 Table of SAR Comment Codes in Tech Ref		New
		System will display FAA Only Indicator for Comments		Low		See Design Issues; In some cases for FAA, the comment code is available, but the translations are not.		New
		System will display the category of the FAA only comment if the translation is not available		Low		See Design Issues; NICE TO HAVE		New
1.7.5.3	Explain to customer how to read SAR; Explanation of comment codes							
1.7.5.3.1	Ability to provide explanation of how to read SAR							
		System will allow access to Main Inquiry information referenced in Main Inquiry Section	P308 Main Inquiry	High				Existing
		System will allow access to Financial and Miscellaneous Main Inquiry information referenced in Financial and Miscellaneous Main Inquiry Section	P367 Fin and Misc	High				Existing
		System will display SAR numbers from paper form next to corresponding screen fields		Low		NICE TO HAVE		New

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will allow access to Expected Family Contribution Calculation information referenced in EFC Calculations Section	P365 EFC Calculations	High				Existing
		System will allow access to Contact Log information referenced in Contact Log Section	P309 Phone Log Screen	High		See Design Items		Existing
		System will display Batch Number	P310 Image Display Screen	High				Existing
		System will display Serial Number	P310 Image Display Screen	High				Existing
		System will display Cycle Year	P310 Image Display Screen	High				Existing
		System will display Document Type	P310 Image Display Screen	High				Existing
		System will provide access to a list of Imaged Documents	P310 Image Display Screen	High				Existing
1.7.5.3.2	Ability to explain SAR Comment Codes to customer							
		System will display SAR Comment Codes	P308 Main Inquiry	High		Reference 2002 - 2003 Table of SAR Comment Codes in tech ref		Existing
		System will display translations for SAR Comment codes, if available.		Low				New
		System will display FAA Only Indicator for Comments		Low		See Design Issues; In some cases for FAA, the comment code is available, but the translations are not.		New
		System will display the category of the FAA only comment if the translation is not available		Low		See Design Issues; NICE TO HAVE		New

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.7.5.4	Refer to Technical Queue							
1.7.5.4.1	Ability to transfer customer to a member of Technical Queue		PBX			See Design Items		

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.7.6	Aid Application Change							
	1.7.6.1 Make Updates in CPS							
	1.7.6.1.1 Ability to validate that an update is allowed based on Data Release Number (DRN) match							
		System will allow insert of Data Release Number (DRN)	P364 Student Requested Corrections	High		Refer to Open Design Items.		Existing
		System will not display DRN until user enters it	P364 Student Requested Corrections	High		Bus. Process Change		New
		System will display DRN when number entered matches the number on file for student for current cycle year	P364 Student Requested Corrections	High				New
		System will display error message if DRN entered is not valid	P364 Student Requested Corrections	High		Open question whether number of logon attempts will be limited.		Existing
		System will allow edit of a student record when correct DRN is entered	P364 Student Requested Corrections	High				Existing
		System will require DRN to be re-entered after changes have been submitted and user exits change record	P364 Student Requested Corrections	High				Existing
	1.7.6.1.2 Ability to view customer address information							
		System will display student's Street Address	P364 Student Requested Corrections	High				Existing
		System will display student's City	P364 Student Requested Corrections	High				Existing
		System will display student's State	P364 Student Requested Corrections	High				Existing

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type	
1.7.6.1.3	Ability to update address information for a specific transaction	System will display student's Postal Code	P364 Student Requested Corrections	High		Currently system displays all zeros in Zip Code when State Code is FC or CN		Existing	
		System will display Foreign Address	P364 Student Requested Corrections	High		Refer to Open Design Items. System will need to support storing and display of foreign address that currently does not fit in CPS Address fields.		Existing	
		System will allow update of student's Address	P364 Student Requested Corrections	High				Existing	
		System will allow update of student's City	P364 Student Requested Corrections	High				Existing	
		System will allow update of student's State	P364 Student Requested Corrections	High				Existing	
		System will allow update of student's Postal Code	P364 Student Requested Corrections	High				Existing	
		System will display an error message if invalid field content is entered in Address.	P364 Student Requested Corrections	High			Refer to open Design Items regarding address validation. See Main Inquiry Section for details of valid field content.		Existing
		System will allow user to cancel out of an address change	P364 Student Requested Corrections	High					Existing
		1.7.6.1.4	Ability to view customer's current email address	System will display student's Email Address	P364 Student Requested Corrections	High			
System will allow update of student's Email Address	P364 Student Requested Corrections			High				Existing	
1.7.6.1.5	Ability to update customer's current email address for a specific transaction	System will allow update of student's Email Address	P364 Student Requested Corrections	High				Existing	

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.7.6.1.6	Ability to view customer's current phone number for a specific transaction	System will display error message if Email is not formatted as xxxx@xxxx.xxx	P364 Student Requested Corrections	High		Refer to open Design Items regarding field validation		Existing
1.7.6.1.7	Ability to update customer's current phone number for a specific transaction	System will display student's Phone Number	P364 Student Requested Corrections	High		Foreign phone numbers are currently not stored in CPS		Existing
1.7.6.1.8	Ability to view housing code for each institution populated for a specific transaction	System will allow update of student's Phone Number	P364 Student Requested Corrections	High				Existing
		System will validate Phone Number	P364 Student Requested Corrections	High		Refer to open Design Items regarding field validation		Existing
		System will display a Housing Code for each Institution populated	P364 Student Requested Corrections	High				Existing
1.7.6.1.9	Ability to update the Housing Code(s) for each institution(s) populated for a specific transaction	System will require an Institution to be populated for a Housing Code to be entered	P364 Student Requested Corrections	High				Existing
		System will allow Housing Code to be null for an Institution	P364 Student Requested Corrections	High				
		System will allow update of Housing Codes for each Institution populated	P364 Student Requested Corrections	High				Existing
1.7.6.1.10	Ability to view Assumption Override Code(s) for a specific transaction							

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will display Assumption Override Code(s)	P364 Student Requested Corrections	High				Existing
		System will display Assumption Override Text	P364 Student Requested Corrections	Low		NICE TO HAVE		New
		System will display Amounts related to Assumption Override	P364 Student Requested Corrections	Low		NICE TO HAVE		New
1.7.6.1.11	Ability to update Assumption Override Code(s) for a specific transaction							
		System will allow only supervisors to update Assumption Override	P364 Student Requested Corrections	Low		Bus. Process Change		New
		System will provide ability to override assumption # 1 (see comments)	P364 Student Requested Corrections	High		System will provide ability to override parents' number in college assumed to be 1 when number in college = number in household and both are > 2		Existing
		System will provide ability to override assumption # 2 (see comments)	P364 Student Requested Corrections	High		System will provide ability to override assumption that parent's AGI is sum of father and mother earned income. Allow to be 0 or blank as entered.		Existing
		System will provide ability to override assumption # 3 (see comments)	P364 Student Requested Corrections	High		System will provide ability to override student's number in college assumed to be 1 if number in college = number in household and both are > 2		Existing
		System will provide ability to override assumption # 4 (see comments)	P364 Student Requested Corrections	High		System will provide ability to override student's AGI assumed to = sum of students and spouse earned income portion; Allow AGI to be 0 or blank.		Existing
		System will provide ability to override assumption # 5 (see comments)	P364 Student Requested Corrections	High		System will provide ability to override parents total from worksheet C assumed to be 0; Allow parents income from worksheet to be <=to parent's total income		Existing

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.7.6.1.12	Ability to view Drug Conviction Status for a specific transaction	System will provide ability to override assumption # 6 (see comments)	P364 Student Requested Corrections	High		System will provide ability to override student's total from worksheet C assumed to be 0; Allow parents income from worksheet to be <=to student's total income		Existing
1.7.6.1.13	Ability to update Drug Conviction Status for a specific transaction	System will display Drug Conviction status	P364 Student Requested Corrections	High				Existing
1.7.6.2	Verify Changes with Customer	System will allow update of Drug Conviction status	P364 Student Requested Corrections	High				Existing
1.7.6.2.1	Ability to view confirmation of updates to customer							
		System display a confirmation that a commit to the database happened		High				New
		System will generate a Contact Log for changes processed.		High				Existing
		System will display an indicator in the Contact Log that a commit to the database happened	P309 Phone Log Screen	High				New
		System will provide access to information from Contact Log. See Contact Log Section for details.	P309 Phone Log Screen	High		Refer to open Design Items regarding the handling of contact log across the enterprise.		Existing
1.7.6.3	Update Institution in Remaining Institution Fields	System will generate a new Student Aid Report to be sent to student	P364 Student Requested Corrections	High				Existing

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.7.6.3.1	Ability to view list of institutions for a specific transaction					CPS and FAFSA form currently limit the number of schools to 6 for each transaction or application		
		System will display Federal School Code	P364 Student Requested Corrections	High		Refer to open Design Items regarding the handling of school identifier across the enterprise.		Existing
		System will display the School Name corresponding to the Federal School Code listed.	P364 Student Requested Corrections	High				Existing
1.7.6.3.2	Ability to remove institutions							
		System will provide the ability to create a new transaction and remove previously listed institution(s)	P364 Student Requested Corrections	High		Currently institutions are not removed per se. A new transaction has to be created with the respective institutions omitted.		Existing
		System will maintain record of previously listed institutions on prior transactions	P364 Student Requested Corrections	High				
1.7.6.3.3	Ability to reorder list of institutions							
		System will provide the ability to create a new transaction and change the order of institutions listed	P364 Student Requested Corrections	High				Existing
		System will display a label indicating the position of each institution on the transaction		Low		Nice to have		New
1.7.6.3.4	Ability to add institutions							
		System will provide the ability to insert a Federal School Code	P364 Student Requested Corrections	High				Existing
		System will not allow the same Federal School Code to be entered more than once	P364 Student Requested Corrections	Low		Bus process change		New

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will allow entry of 6 Federal School Codes per transaction.	P364 Student Requested Corrections	High		Additional Federal School Codes can be entered on a new transaction. Refer to open Design Items regarding the handling of the number of schools currently permitted on FAESA and in CPS.		
		System will display an error message if Federal School Code entered is not a valid	P364 Student Requested Corrections	High				
		System will display an error message if Federal School Code refers to school that is no longer Title IV eligible.	P364 Student Requested Corrections	High				New
		When a valid Federal School Code is entered, system will automatically display School Name	P364 Student Requested Corrections	High				
1.7.6.4	Look Up Federal School Code							
1.7.6.4.1	Ability to lookup Federal School Code							
		System will allow lookup of Federal School Code using first four characters of the City name and Zip Code	P361 Inquiry School List	High				Existing
		System will allow lookup of federal school code using 2 digit State Code and Zip Code	P361 Inquiry School List	High				
		System will indicate if no schools are found in lookup	P361 Inquiry School List	High				New
		System will provide access to online website federal school code lookup	www.fafsa.ed.gov	High		KM		New
		System will present all school data on lookup screens as read only for FSAIC users		High				Existing
		System will provide option to limit search to Title IV eligible schools		High		FSAIC users do not need to view all schools.		

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will permit users to select School Code from Lookup		Low		Nice to have		New
		System will permit users to insert School Code from Lookup into change record		Low		Nice to have		New
1.7.6.5	Provide other options for customer					Currently students can submit a written request for address and institution changes only		
1.7.6.5.1	CSR provides other options for performing an institution change.					KM - Training manual and FAQ, can go online with pin and submit themselves, can issue a duplicate SAR --> See 1.7.7		
		System will allow user to process a request for a duplicate SAR --> See 1.7.7		High				
1.7.6.6	Transfer to IVR							
1.7.6.6.1	CSR explains self service options to customer for updating Drug Conviction Status through IVR							
		N/A				Training		Existing
1.7.6.6.2	CSR transfers customer to IVR							
		N/A	PBX			Refer to open Design Items regarding CSR call transfer process.		

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.7.7	SAR Duplicate Request							
	1.7.7.1 Verify Address on record							
	1.7.7.1.1 Ability to validate address information							
		System will display student's Address	P308 Main Inquiry	High				Existing
		System will display student's City	P308 Main Inquiry	High				Existing
		System will display student's State	P308 Main Inquiry	High				Existing
		System will display student's Postal Code	P308 Main Inquiry	High				Existing
		System will display Foreign Address	P308 Main Inquiry	High		Refer to Open Design Items. System will need to support storing and display of foreign address that currently does not fit in CPS Address fields.		New
	1.7.7.2 Enter Duplicate Request					Currently SAR duplicate requests are entered by inserting a "D" in the DP field in the CPS Contact Log		
	1.7.7.2.1 Ability to submit a duplicate request							
		System will allow input of a duplicate request	P308 Main Inquiry	High				Existing
		System will generate Contact Log record of duplicate request		High				Existing

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will indicate if request is for foreign address		High		If new foreign address Refer to 1.7.6 - Aid Application Change. Only about 10 such requests/month are received		New
1.7.7.3	SAR Duplicate sent to customer							
1.7.7.3.1	Ability to send SAR Duplicate to customer							
		N/A				SAR Duplicate will be sent to customer using current fulfillment process		
1.7.7.4	Send Foreign Address Request Information to Fulfillment					Note steps 1.7.7.4 - 1.7.7.7 have been removed because they involve the current manual foreign address process		
1.7.7.4.1	Ability to notify Cedar Rapids of special handling request							
		System will route all special handling requests to designated individual for fulfillment		High		Diverges from Process Flow		New
		System will allow insert of foreign phone number		High				New
		System will allow insert of full foreign address		High				New
		System will allow insert of First Name		High				New
		System will allow insert of Last Name		High				New
		System will allow insert of student's SSN		High				New

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will allow insert of date requested		High				New
		System will populate CSR that processed the request		High				New
		System will capture the date that a special handling request will be mailed out.		High		Diverges from process flow		New
		System will allow supervisor to flag special handling requests as completed		High		Diverges from process flow		New
		System will generate mailing labels with full foreign address		High		Diverges from process flow		New
		System will maintain a log of special handling requests accessible to CSRs		High		Diverges from Process Flow. ***Possible Cost savings ***		New
1.7.7.5	SAR Duplicate sent to customer					Note steps 1.7.7.9 - 1.7.7.13 have been removed because they involve the current manual foreign address process		
1.7.7.5.1	Ability to send SAR Duplicate to customer							
		N/A				SAR Duplicate will be sent to customer using current fulfillment process		

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.7.8	Renewal on the Web (ROTW) Help							
1.7.8.1	Access Inquiry File and view RApp Trans Code for previous cycle							
1.7.8.1.1	Ability to access previous cycle file and validate renewal information							
		System will display previous cycle year file	P208 Main Inquiry	High				Existing
		System will allow user to view previous cycle year information	P208 Main Inquiry	High				Existing
		System will display Renewal Application (RApp) Transaction Code	P208 Main Inquiry	High		RApp Trans is 2 characters and indicates the transaction number on which the renewal app is based		Existing
1.7.8.2	Inform customer of reason for non-renewal							
1.7.8.2.1	Ability to determine reason for non-renewal							
		System will allow access to Main Inquiry information referenced in Main Inquiry Section	P208 Main Inquiry	High				Existing
1.7.8.3	Inform customer to file original FAFSA for current cycle							
1.7.8.3.1	Ability to explain how to submit FAFSA for current cycle							
		N/A	Training					
1.7.8.3.2	Ability to explain standard processing time							

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		N/A	Training					
1.7.8.4	Determine if customer has option to file by paper or electronic form							
1.7.8.4.1	Ability to determine how the customer should file							
		System will display filing options	P308 Main Inquiry	High		The current system displays RApp print flag, App Print is a 2 character field that shows whether the student received an electronic PIN or a paper Renewal Application		Existing
1.7.8.5	Inform customer on how to file for renewal							
1.7.8.5.1	Ability to inform customer of standard paper renewal process							
		System will provide access to reference materials		Low		KM		Existing
1.7.8.5.2	Ability to inform customer of standard electronic renewal process		Training					
		N/A						

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.7.9	SAR on the Web (SOTW)							
1.7.9.1	View Inquiry File							
1.7.9.1.1	Ability to accesses SAR information							
		System will allow access to Hold File information referenced in Hold File Section	P308 Main Inquiry	High				Existing
		System will allow access to Financial and Miscellaneous information referenced in Financial and Miscellaneous Section	P367 Financial and Miscellaneous Screen	High				Existing
1.7.9.2	Research inquiry and assist customer							
1.7.9.2.1	Ability to research resolution							
		System will provide access to reference materials		Low		KM		Existing
1.7.9.3	Transfer to Non-Technical Queue					See Design Items		
1.7.9.3.1	Ability to contacts members of the Non-Technical team							
		N/A						
1.7.9.3.2	Ability to provide demographic information about customer							
		System will transfer customer record to supervisor	N/A					

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.7.9.3.3	Ability to transfer customer to member of the Non-Technical team	System will transfer customer phone log record to supervisor	N/A					
		N/A						

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.7	Resolve Customer Specific Inquiry							
	1.7.10 Key in Call Work Code						CSRs key in call work codes via PBX to track activities performed during the call. Currently, only 1 call work code can be stored per call.	
	1.7.10.1 Ability to track calls and call activities							
		System will allow insert of multiple call activities per call	PBX	High		See Design Issues		New
		System will generate a report of call activities per call		Low		See Design Issues; Reporting		New
		System will generate a report on number of calls		Low		See Design Issues; Reporting		New

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.8	ID Specific Wrap-Up							
1.8.1	Communicate resolution with customer							
1.8.1.1	Ability to explain the actions executed for the customer during the call.							
		N/A	Training					Existing
1.8.2	Record actions taken							
1.8.2.1	Ability to record the actions taken in a Contact Log.							
		System will allow the CSR to insert code(s) that describe the action(s) taken during the call into a Contact Log	P308 Main Inquiry	High		The ability to enter multiple codes is actually new functionality.		Existing
		System will allow the CSR to insert additional comments into a Contact Log	P308 Main Inquiry	High				Existing
1.8.2.2	Ability to promote self-service options, if available, for the actions the CSR performed.							
		N/A	Training					Existing
1.8.3	CSR explains situation to supervisor with customer on hold							
1.8.3.1	Ability to put the customer on hold							
		N/A	Training					Existing

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.8.3.2	Ability to contact a supervisor by calling the Supervisor Queue							
		N/A	Training			This is only applicable for warm transfers. Refer to Design Item #106		Existing
1.8.3.3	Ability to provide customer information to the supervisor							
		System will send selected customer information to a supervisor in the Supervisor Queue via screen pop	P308 Main Inquiry, P367 Financial and Misc	Low		This is new functionality. Refer to Design Item #128		New
1.8.3.4	Ability to explain unresolved issue to supervisor							
		N/A	Training					Existing
1.8.3.5	Ability for the supervisor to use available reference materials and supervisor-only reference materials to resolve the issue							
		System will include certain reference materials (policies, FAQs, web addresses, etc.) in a Knowledge Management section	Training	Low				New
1.8.3.6	Ability for the supervisor to communicate resolution steps to the CSR							
		N/A	Training					Existing
1.8.3.7	Ability to disconnect from supervisor and return to the customer							
		N/A	Training					Existing
1.8.4	CSR attempts to resolve issue with customer							

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.8.4.1	Ability to communicate possible resolution steps to the customer, as directed by the supervisor							
		N/A	Training					Existing
1.8.5	Transfer customer to supervisor							
1.8.5.1	Ability to put the customer on hold							
		N/A	Training					Existing
1.8.5.2	Ability to contact a supervisor by calling the Supervisor Queue							
		N/A	Training			This is only applicable for warm transfers. Refer to Design Item #106		Existing
1.8.5.3	Ability to provide customer information to the supervisor							
		System will send selected customer information to a supervisor in the Supervisor Queue via screen pop	P308 Main Inquiry, P367 Financial and Misc	Low		This is new functionality. Refer to Design Item #128		New
1.8.5.4	Ability to explain unresolved issue to supervisor							
		N/A	Training					Existing
1.8.5.5	Ability to transfer the call to the supervisor							
		N/A	PBX			Refer to Design Item #106		Existing

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.8.6	Supervisor resolves issue with customer							
1.8.6.1	Ability for the supervisor to use available reference materials and supervisor-only reference materials to resolve the issue							
		System will include certain reference materials (policies, procedural docs, web addresses, etc.) in a Knowledge Management section	Training	Low				New
1.8.6.2	Ability for the supervisor to communicate resolution steps to the customer							
		N/A	Training					Existing
1.8.7	Log escalation in external program							
1.8.7.1	Ability for the supervisor to document the conversation and exact actions taken in an external program for historical purposes.							
		N/A	Training					Existing
1.8.7.2	Ability for the supervisor to note that external documentation exists in the Contact Log							
		System will allow supervisor to insert information into a Contact Log even if a customer's record is not present	P308 Main Inquiry	Low				New
1.8.8	Send solution bulletin email							
1.8.8.1	Ability for the supervisor to collaborate with peers to determine if the solution to the issue is valuable, new and/or widespread.							
		N/A						Existing

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.8.8.2	Ability for the supervisor to document the solution and "pilot" the solution with a subset of CSRs							
		System will store the solution in a Knowledge Management section where it can be accessed by supervisors and specified operators		Low				New
1.8.8.3	Ability for the supervisor to incorporate any comments/suggestions into the solution documentation							
		System will allow for additions to the solution documentation in the Knowledge Management section		Low				New
1.8.8.4	Ability for the supervisor to publish the solution to all CSRs, if the solution "pilot" is successful							
		N/A						Existing
1.8.9	Create follow-up form							
1.8.9.1	Ability to attempt to contact a supervisor in the Supervisor Queue							
		N/A	Training			This is only applicable for warm transfers. Refer to Design Item #106		Existing
1.8.9.2	Ability to inform the customer that a supervisor will contact them at a later time, if one is not available							
		N/A	Training					Existing
1.8.9.3	Ability to document customer identification information on follow-up form							
		System will allow CSR to insert the customer identification information		High				New

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.8.9.4	Ability to document customer demographic information on follow-up form							
		System will allow CSR to insert selected customer demographic information		High				New
1.8.9.5	Ability to document reason for subsequent follow-up on follow-up form							
		System will allow CSR to insert the reason for follow-up		High				New
1.8.9.6	Ability to document best times to reach the customer on follow-up form							
		System will allow the CSR to insert the best times to reach the customer, making note of time zone difference when appropriate		High				New
1.8.9.7	Ability to document best methods to reach the customer on follow-up form							
		System will allow the CSR to insert the best methods to reach the customer		High				New
1.8.9.8	Ability to submit the follow-up form							
		System will store the follow-up form and display it to the next available supervisor via screen pop		High		This is new functionality. Refer to Design Item #128.		New

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.9.1	Materials Request							
1.9.1.1	Switch Sessions							
1.9.1.1.1	Ability to open a session of CICS							
		System will provide access to CICS	PIC1 Publications Request	High		See Design Items (32) Can CICS be moved over to Siebel?		Existing
1.9.1.2	Determine customer type and type of publications requested							
1.9.1.2.1	Ability to determine the type of customer that is calling		Training			Type of customers: traditional student, Non-Traditional Student, Financial Aid Professional, General Public		
		System will allow insert of the type of customer calling.		High		The combination of customer and publication type deviates from As-Is Process Flow, omitting 1.9.1.4		New
1.9.1.3	Offer Self Service Options							
1.9.1.3.1	Ability to explain self service options for requesting publications to customer							
		System will display a list of self-service websites that the customer can use for requesting materials (refer to 1.8.3.5)	www.ed.gov	High		KM		New
1.9.1.5	Record name, address, and contact information					What other contact information does the CSR capture in this step other than name and address?		
1.9.1.5.1	Ability to enter customer name							
		System will allow insert of customer's First Name	PIC1 Publications Request	High		See Design Items		Existing

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will allow insert of customer's Last Name	PIC1 Publications Request	High		See Design Items		Existing
		System will allow insert of customer's Middle Initial	PIC1 Publications Request	High		See Design Items		Existing
1.9.1.5.2	Ability to enter customer address information							
		System will allow insert of address of up to XXX characters	PIC1 Publications Request	High		See Design Items		Existing
		System will allow insert of Postal Code	PIC1 Publications Request	High		See Design Items		Existing
		System will allow insert of City	PIC1 Publications Request	High		See Design Items		Existing
		System will allow insert of 2 digit State code	PIC1 Publications Request	High		See Design Items		Existing
		System will display City and State if Postal code is entered	PIC1 Publications Request	High		See Design Items		Existing
		System will allow insert of indicator that address is foreign		High				New
		System will allow insert of international and APO addresses.		High				New
1.9.1.5.3	Ability to enter customer title, if applicable							
		System will allow insert of Customer Title including school name	PIC1 Publications Request	Low		Customer Title is part of the necessary information obtained from customers calling for technical publications		New
1.9.1.6	Select the title and quantity of publication							

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.9.1.6.1	Ability to select the title of the publication the customer is requesting							
		System will display Publication Titles available based on customer type selected.	PIC1 Publications Request	High		KM - See Design Items		Existing
		System will allow the user to select a specific publication	PIC1 Publications Request	High		See Design Items		Existing
		System will display Order Limit	PIC1 Publications Request	High		See Design Items		Existing
		System will require a Customer Title to be added to the customer contact information if a technical publication is requested	PIC1 Publications Request	High		See Design Items		New
1.9.1.6.2	Ability to select the quantity of publications the customer is requesting							
		System will allow insert of the number of publications requested	PIC1 Publications Request	High		See Design Items		Existing
		System will not allow the number of publications requested to exceed the Order Limit	PIC1 Publications Request	High		See Design Items		New
1.9.1.7	Refer customer to IFAP							
1.9.1.7.1	Ability to provide customer with contact information for IFAP							Existing
		System will store the address for the IFAP website (refer to 1.8.3.5)		Low		KM		New
1.9.1.8	Refer customer to School or Library							
1.9.1.8.1	Ability to inform customer to contact their local school or library							

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		N/A						
1.9.1.9	Refer to ED Pubs							
1.9.1.9.1	Ability to inform customer to contact Department of Education Publications							
		System will store the ED Pubs 1-800 number or address for the website, as appropriate (refer to 1.8.3.5)		Low		KM		New
1.9.1.10	Process Request							
1.9.1.10.1	Ability to submit a publication request							Existing
		System will allow the CSR to confirm the details of the order and make edits before final submission	PIC1 Publications Request	High		See Design Items		New
		System will validate all order information	PIC1 Publications Request	High		See Design Items		New
		System will display a message to the CSR if there is any invalid information	PIC2 Publications Request Processed	High		See Design Items		
		System will submit publications request	PIC1 Publications Request	High		See Design Items		Existing
						<i>Note Steps 1.9.1.11 - 1.9.1.13 have been removed because they involve the current manual foreign address process.</i>		
1.9.1.14	Provide customer with appropriate phone number							
1.9.1.14.1	Ability to provide customer with appropriate phone number if customer cannot provide ML number							Existing

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will store the appropriate phone number(s) for customers if they cannot provide an ML number (refer to 1.8.3.5)		Low		KM		New

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.9.2	Special Awareness Campaigns							
	1.9.2.1 Determine customer type							
	1.9.2.1.1 Ability to determine type of customer							
		N/A	Training					
	1.9.2.2 Transfer customer to Campaign Queue							
	1.9.2.2.1 Ability to transfer customer to member of Campaign Queue							
		N/A	Training					
	1.9.2.3 Research campaign and assist customer							
	1.9.2.3.1 Ability to research campaign inquiry using available pamphlets, websites, and reference materials	System will store links to any web sites containing information related to campaign	N/A	Low		KM		New
		System will store pamphlets, FAQ sheets, and campaign related reference material	N/A	Low		KM		New
		System will display pamphlets, FAQ sheets, and campaign related reference material	N/A	Low		KM		New
		System will allow launch pamphlets, FAQ sheets, and campaign related reference material	N/A	Low		KM		New
	1.9.2.3.2 Ability to answer customer's campaign inquiry							

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		N/A	Training					
1.9.2.4	Provide contact call number							
1.9.2.4.1	Ability to provide contact number for additional training materials							
		System will store documents that contain contact numbers, websites and/or pamphlets have contact information	N/A	Low		KM		New
		System will display documents that contain contact numbers, web sites and/or pamphlets have contact information	N/A	Low		KM		New
		System will allow launch documents that contain contact numbers, web sites and/or pamphlets have contact information	N/A	Low		KM		New
1.9.2.5	Provide website address							
1.9.2.5.1	Ability to provide website address for additional training inquiries							
		System will store links to any web sites containing information related to campaign	N/A	High		KM		Existing

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.9.3	FAFSA Help							
	1.9.3.1 Provide guidance to customer on FAFSA form							
	1.9.3.1.1 Ability to determine if type of FAFSA help customer needs is process, content, or general information							
		N/A	Training					
	1.9.3.1.2 Ability to use FAFSA reference materials to research inquiry							
		System will provide access to available reference materials - including internal CPS information web site		Low		KM		New
		System will provide ability to view available reference materials		Low		KM		New
		System will provide links to the FAQ website		High		KM		Existing
		System will be able to launch the FAQ website		High		KM		Existing
	1.9.3.1.3 Ability to provide assistance to customer							
		System will display an image of paper FAFSA application		Low		KM		New
		System will provide ability to launch FAFSA On The Web (FOTW) website	www.fafsa.ed.gov	High		KM		Existing
1.9.3.2	Transfer to Technical Queue							

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.9.3.2.1	Ability to transfer customer to member of Technical Queue							
		N/A	PBX			See Design Items		

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.9.4	Request for General Information							
1.9.4.1	Determine type of General Information needed							
1.9.4.1	Ability to determine type of general information the customer needs							
		N/A	Training					
1.9.4.2	Research inquiry and assist customer							
1.9.4.2.1	Ability to research customer inquiry using reference materials							
		System will store and display available reference materials, and FAQs and relevant Internet links	N/A	Low		KM		New
1.9.4.2.2	Ability to answer customer inquiry							
		System will allow CSR to create contact log if inquiry requires viewing of student record	N/A	Low				New

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.9.5	PIN Site Help							
1.9.5.1	Access PIN website							
1.9.5.1.1	Ability to determine type of PIN issue							
		N/A	Training					Existing
1.9.5.1.2	Ability to access PIN website							
		System will provide access to the PIN website (www.pin.ed.gov)	www.pin.ed.gov	High		There will be a link that opens a second browser (KM).		Existing
1.9.5.2	Check PIN status, name, email address, postal address, and PIN date sent							
1.9.5.2.1	Ability to check PIN status							
		N/A	www.pin.ed.gov					Existing
1.9.5.2.2	Ability to verify customer name							
		N/A	www.pin.ed.gov					Existing
1.9.5.2.3	Ability to verify customer email address							
		N/A	www.pin.ed.gov					Existing

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.9.5.3.3	Ability to verify customer postal address							
		N/A	www.pin.ed.gov					Existing
1.9.5.3.4	Ability to verify date PIN was sent to customer							
		N/A	www.pin.ed.gov					Existing
1.9.5.3	Determine exact PIN issue							
1.9.5.3.1	Ability to determine specific identifier that is causing PIN problem							
		N/A	www.pin.ed.gov					Existing
1.9.5.4	Transfer to Supervisor Queue							
1.9.5.4.1	Ability to contact member of Supervisor Queue							
		N/A	Training			This is only applicable for warm transfers. Refer to Design Item #106		Existing
1.9.5.4.2	Ability to provide identifying information about customer							
		System will send customer identifying information to a supervisor in the Supervisor Queue via screen pop	P308 Main Inquiry	Low		This is new functionality. Refer to Design Item #128		New
1.9.5.4.3	Ability to transfer customer to member of Supervisor Queue							

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		N/A	PBX			Refer to Design Item #106		Existing
1.9.5.5	Verify PIN for customer							
1.9.5.5.1	Ability for supervisor to retrieve Social Security Number from customer							
		N/A	www.pin.ed.gov					Existing
1.9.5.5.2	Ability for supervisor to retrieve first two letters of last name from customer							
		N/A	www.pin.ed.gov					Existing
1.9.5.5.3	Ability for supervisor to ask customer to repeat PIN							
		N/A	www.pin.ed.gov					Existing
1.9.5.5.4	Ability for supervisor to verify that PIN is correct without repeating PIN to customer							
		N/A	www.pin.ed.gov			CSR Sup never repeats PIN back to customer; Verify this does not conflict with Privacy Act		Existing
1.9.5.6	Inform customer to apply for a new PIN or request a resend of current PIN							
1.9.5.6.1	Ability to determine if customer needs a new PIN or a resend of current PIN							
		N/A	www.pin.ed.gov					Existing

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.9.5.6.1	Ability to explain to customer how to apply for a new PIN via the PIN website							
		N/A	www.pin.ed.gov					Existing
1.9.5.6.2	Ability to explain to customer how to request a resend of current PIN							
		N/A	www.pin.ed.gov					Existing
1.9.5.7	Further troubleshoot exact PIN issue							
1.9.5.7.1	Ability to use reference materials and PIN website to further troubleshoot PIN issue							
		System will store certain reference materials, such as Technical FAQs, that will be used to further research issues in a Knowledge Management section	www.pin.ed.gov	Low				New

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.9.6	FAFSA On the Web (FOTW) Help English and Spanish							
	1.9.6.1 Determine the type of (S)FOTW help needed							
	1.9.6.1.1 Ability to determine the type of (S)FOTW help required							
		N/A	Reference Materials, Four Golden Questions					Existing
	1.9.6.2 Troubleshoot browser problems							
	1.9.6.2.1 Ability to search for resolutions for browser problems							
		System will store certain reference materials, including solutions to previous encountered problems, that the CSRs will have available for research in a Knowledge Management section	Reference Materials, Four Golden Questions	Low				New
	1.9.6.3 Provide school code							
	1.9.6.3.1 Ability to provide school code							
		System will provide federal school lookup capability by entering first four characters of the city name and 2 digit state code	P366 Inquiry School List	High				Existing
		System will provide access to online federal school code lookup	www.fafsa.ed.gov	High		There will be a link that opens a second browser (KM).		Existing
	1.9.6.4 Provide web address							
	1.9.6.4.1 Ability to provide the appropriate web address							

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will store certain reference materials, including addresses to relevant websites, in a Knowledge Management section	Reference Materials, Four Golden Questions	Low				New
1.9.6.5	Transfer call to Non-Technical Queue							
1.9.6.5.1	Ability to contact member of Non-Technical Queue							
		N/A	N/A			This is only applicable for warm transfers. Refer to Design Item #106		Existing
1.9.6.5.2	Ability to provide identifying information about customer							
		System will send customer identifying information to a CSR in the Non-Technical Queue via screen pop	P308 Main Inquiry	Low		This is new functionality. Refer to Design Item #128		New
1.9.6.5.3	Ability to transfer customer to member of Non-Technical Queue							
		N/A	PBX			Refer to Design Item #106		Existing

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.9.7	Corrections on the Web (COTW)							
1.9.7.1	Determine type of COTW help needed							
1.9.7.1.1	Ability to determine type of COTW help needed							
		N/A	Training					
1.9.7.2	Determine why FAFSA Correction was not processed							
1.9.7.2.1	Ability to check status of FAFSA correction							
		System will allow access to COTW information referenced in Hold File Section	P311 Hold File	High				Existing
1.9.7.2.2	Ability to determine why FAFSA correction was not processed							
		N/A	Training					
1.9.7.3	Troubleshoot Access Problems							
1.9.7.3.1	Ability to resolve access problem							
		System will provide access to PIN web site for comparison of customer given information vs. record information	www.pin.ed.gov	High				Existing
1.9.7.4	Transfer to Non-Technical Queue							
1.9.7.4.1	Ability to contact member of Non-Technical Queue							

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.9.7.4.2	Ability to provide demographic information to Non-Technical Queue	N/A				See Design Items		
1.9.7.4.3	Ability to transfer customer to Non-Technical Queue	N/A				See Design Items		
		N/A	PBX			See Design Items		

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.9.8	General Site Help							
1.9.8.1	Determine type of General Site help needed							
1.9.8.1.1	Ability to determine type of general site help required							
		N/A	Training					
1.9.8.2	Troubleshoot general site issue							
1.9.8.2.1	Ability to troubleshoot general site issue							
		System will provide access to reference materials		Low		KM		New
1.9.8.3	Provide School Code							
1.9.8.3.1	Ability to provide School code							
		System will provide federal school lookup capability by entering first four characters of the city name and 2 character state code	P366 Inquiry School List	High				Existing
		System will provide access to online federal school code lookup	www.fafsa.ed.gov	High		There will be a link that opens a second browser (KM).		New
1.9.8.4	Provide information about where forms are located on the web							
1.9.8.4.1	Ability to provide form locations							

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will provide access fafsa website	fafsa.ed.gov					
1.9.8.5	Transfer to Non-Technical Queue					See Design Items		
1.9.8.5.1	Ability to contact a member of Non-Technical Queue		N/A					
		N/A						
1.9.8.5.2	Ability to provide demographic information about customer							
		System will transfer customer record	N/A					
		System will transfer customer phone log record	N/A					
1.9.8.5.3	Ability to transfer customer to member of Non-Technical Queue							
		N/A	PBX					

**Consistent Answers for Customers
R2 Requirements**

Process	Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.9.9		Configuration/Browser Issue							
	1.9.9.1	Determine type of Configuration/Browser help needed							
	1.9.9.1.1	Ability to determine type of configuration/browser help required							
			N/A	Reference Materials, Four Golden Questions					Existing
	1.9.9.2	Troubleshoot Configuration/Setup issue							
	1.9.9.2.1	Ability to troubleshoot configuration/set up issue							
			System will store past solutions to browser configuration/setup issues that will be available for the CSR to research in a Knowledge Management section	Reference Materials, Four Golden Questions	Low				New
	1.9.9.3	Troubleshoot Incompatible browser issue							
	1.9.9.3.1	Ability to troubleshoot incompatible browser issue							
			System will store past solutions to incompatible browser issues that will be available for the CSR to research in a Knowledge Management section	Reference Materials, Four Golden Questions	Low				New

**Consistent Answers for Customers
R2 Requirements**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
1.9	Resolve Generic Inquiry							
	1.9.10 Key in Call Work Code						CSRs key in call work codes via PBX to track activities performed during the call. Currently, only 1 call work code can be stored per call.	
	1.9.10.1 Ability to track calls and call activities							
		System will allow insert of multiple call activities per call	PBX	High		See Design Issues		New
		System will generate a report of call activities per call		Low		See Design Issues; Reporting		New
		System will generate a report on number of calls		Low		See Design Issues; Reporting		New

**CA R2 Requirements
Main Inquiry**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will display Cycle Year	P308 Main Inquiry	High				Existing
		System will display Original Social Security Number	P308 Main Inquiry	High				Existing
		System will display First Two Letters of Last Name	P308 Main Inquiry	High				Existing
		System will display Transaction Number	P308 Main Inquiry	High				Existing
		System will display Subsequent Application Flag	P308 Main Inquiry	High				Existing
		System will display Previous Transaction Number	P308 Main Inquiry	High				Existing
		System will display Student's Current Social Security Number	P308 Main Inquiry	High				Existing
		System will display Process Date	P308 Main Inquiry	High				Existing
		System will display Reprocessing Reason Code	P308 Main Inquiry	High				Existing
		System will display Student's Last Name	P308 Main Inquiry	High				Existing
		System will display Student's First Name	P308 Main Inquiry	High				Existing
		System will display Student's Middle Initial	P308 Main Inquiry	High				Existing
		System will display Student's Date of Birth	P308 Main Inquiry	High				Existing

**CA R2 Requirements
Main Inquiry**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will display Batch Number	P308 Main Inquiry	High				Existing
		System will display Permanent Mailing Address	P308 Main Inquiry	High				Existing
		System will display Serial Number	P308 Main Inquiry	High				Existing
		System will display Renewal Application (RApp) Transaction	P308 Main Inquiry	High				Existing
		System will display Renewal Application (R app) prt	P308 Main Inquiry	High				Existing
		System will display Renewal Application (R app) PIN Flag	P308 Main Inquiry	High				Existing
		System will display Student's Permanent City	P308 Main Inquiry	High				Existing
		System will display Student's Permanent State	P308 Main Inquiry	High				Existing
		System will display Student's Permanent Zip Code	P308 Main Inquiry	High				Existing
		System will display Data Release Number	P308 Main Inquiry	High				Existing
		System will display Processed Record Type	P308 Main Inquiry	High				Existing
		System will display PIN Request Flag	P308 Main Inquiry	High				Existing
		System will display Model	P308 Main Inquiry	High				Existing

**CA R2 Requirements
Main Inquiry**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will display Reject Reason	P308 Main Inquiry	High				Existing
		System will display Input Record Type	P308 Main Inquiry	High				Existing
		System will display Source	P308 Main Inquiry	High				Existing
		System will display Estimated Family Contribution	P308 Main Inquiry	High				Existing
		System will display Federal School Code #1	P308 Main Inquiry	High				Existing
		System will display ETI Indicators	P308 Main Inquiry	High				Existing
		System will display Federal School Code #1 Housing Plans	P308 Main Inquiry	High				Existing
		System will display Transaction	P308 Main Inquiry	High				Existing
		System will display System Generated	P308 Main Inquiry	High				Existing
		System will display Primary Estimated Family Contribution (EFC)	P308 Main Inquiry	High				Existing
		System will display Student Aid Report (SAR) C Flag	P308 Main Inquiry	High				Existing
		System will display Federal School Code #2	P308 Main Inquiry	High				Existing
		System will display Federal School Code #2 Housing Plans	P308 Main Inquiry	High				Existing

**CA R2 Requirements
Main Inquiry**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will display Pell-Grant Eligibility	P308 Main Inquiry	High				Existing
		System will display Postscreening NSLDS	P308 Main Inquiry	High				Existing
		System will display Immigration Naturalization Service Flag	P308 Main Inquiry	High				Existing
		System will display Prisoner	P308 Main Inquiry	High				Existing
		System will display Secondary Estimated Family Contribution (EFC)	P308 Main Inquiry	High				Existing
		System will display Federal School Code #3	P308 Main Inquiry	High				Existing
		System will display Federal School Code #3 Housing Plans	P308 Main Inquiry	High				Existing
		System will display Application Receipt Date	P308 Main Inquiry	High				Existing
		System will display Federal School Code #4	P308 Main Inquiry	High				Existing
		System will display Federal School Code #4 Housing Plans	P308 Main Inquiry	High				Existing
		System will display Date Application Completed	P308 Main Inquiry	High				Existing
		System will display Automatic Zero Estimated Family Contribution (EFC) Done	P308 Main Inquiry	High				Existing
		System will display Federal School Code #5	P308 Main Inquiry	High				Existing

**CA R2 Requirements
Main Inquiry**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will display Federal School Code #5 Housing Plans	P308 Main Inquiry	High				Existing
		System will display Transaction Receipt Date	P308 Main Inquiry	High				Existing
		System will display Financial Aid Administrator Adjustment of Estimated Family Contribution (EFC)	P308 Main Inquiry	High				Existing
		System will display Federal School Code #6	P308 Main Inquiry	High				Existing
		System will display Federal School Code #6 Housing Plans	P308 Main Inquiry	High				Existing
		System will display State Agencies	P308 Main Inquiry	High				Existing
		System will display Dependency Override	P308 Main Inquiry	High				Existing
		System will display NSLDS	P308 Main Inquiry	High				Existing
		System will display Results	P308 Main Inquiry	High				Existing
		System will display NSLDS Transaction	P308 Main Inquiry	High				Existing
		System will display Verification	P308 Main Inquiry	High				Existing
		System will display Early Analysis Flag	P308 Main Inquiry	High				Existing
		System will display Signed By	P308 Main Inquiry	High				Existing

**CA R2 Requirements
Main Inquiry**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will display Student Signature Type	P308 Main Inquiry	High				Existing
		System will display Parent Signature Type	P308 Main Inquiry	High				Existing
		System will display Social Security Number	P308 Main Inquiry	High				Existing
		System will display Selective Service Match	P308 Main Inquiry	High				Existing
		System will display Selective Service Indicator	P308 Main Inquiry	High				Existing
		System will display Social Security Citizenship	P308 Main Inquiry	High				Existing
		System will display Veterans Administration	P308 Main Inquiry	High				Existing
		System will display Drug Conviction Affecting Eligibility	P308 Main Inquiry	High				Existing
		System will display Student Signature Institution Code	P308 Main Inquiry	High				Existing
		System will display Parent Signature Institution Code	P308 Main Inquiry	High				Existing
		System will display Department of Education (ED) Regional Office Codes	P308 Main Inquiry	High				Existing
		System will display SAR Comment Codes	P308 Main Inquiry	High				Existing
		System will display Guaranty Agency Codes	P308 Main Inquiry	High				Existing

**CA R2 Requirements
Main Inquiry**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will display Direct Loan Servicer	P308 Main Inquiry	High				Existing
		System will display SAR Acknowledgement Comments	P308 Main Inquiry	High				Existing

**CA R2 Requirements
Financial and Miscellaneous Inquiry**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will display Student's Tax Return Completed	P367 Financial and Misc Inquiry	High				Existing
		System will display Parents' Tax Return Completed	P367 Financial and Misc Inquiry	High				Existing
		System will display E-Mail Notification Flag	P367 Financial and Misc Inquiry	High				Existing
		System will display Student's Email Address	P367 Financial and Misc Inquiry	High				Existing
		System will display Student's Type of 2001 Tax Form Used	P367 Financial and Misc Inquiry	High				Existing
		System will display Parents' Type of 2001 Tax Form Used	P367 Financial and Misc Inquiry	High				Existing
		System will display Student's Driver's License Number	P367 Financial and Misc Inquiry	High				Existing
		System will display Student's Driver's License State Code	P367 Financial and Misc Inquiry	High				Existing
		System will display Student Eligible to file 1040A or 1040EZ	P367 Financial and Misc Inquiry	High				Existing
		System will display Parents' Eligible to file 1040A or 1040EZ	P367 Financial and Misc Inquiry	High				Existing
		System will display Student's Permanent Phone Number	P367 Financial and Misc Inquiry	High				Existing
		System will display Father's Highest Grade Level Completed	P367 Financial and Misc Inquiry	High				Existing
		System will display Student's Adjusted Gross Income from IRS form	P367 Financial and Misc Inquiry	High				Existing

**CA R2 Requirements
Financial and Miscellaneous Inquiry**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will display Parents' Adjusted Gross Income from IRS form	P367 Financial and Misc Inquiry	High				Existing
		System will display Born Before 01-01-1979	P367 Financial and Misc Inquiry	High				Existing
		System will display Working on a Master's or Doctorate Program in 2002-2003	P367 Financial and Misc Inquiry	High				Existing
		System will display Is Student Married	P367 Financial and Misc Inquiry	High				Existing
		System will display Have Children you support	P367 Financial and Misc Inquiry	High				Existing
		System will display Have Legal Dependents Other than Children or Spouse	P367 Financial and Misc Inquiry	High				Existing
		System will display Orphan or Ward of Court	P367 Financial and Misc Inquiry	High				Existing
		System will display Veteran of U.S. Armed Forces	P367 Financial and Misc Inquiry	High				Existing
		System will display Mother's Highest Grade Level Completed	P367 Financial and Misc Inquiry	High				Existing
		System will display Student's U.S. Income Tax Paid	P367 Financial and Misc Inquiry	High				Existing
		System will display Parents' U.S. Income Tax Paid	P367 Financial and Misc Inquiry	High				Existing
		System will display Student's State of Legal Residence	P367 Financial and Misc Inquiry	High				Existing
		System will display Student's Legal Residence Date	P367 Financial and Misc Inquiry	High				Existing

**CA R2 Requirements
Financial and Miscellaneous Inquiry**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will display Student Legal Resident Before 01-01-1997	P367 Financial and Misc Inquiry	High				Existing
		System will display HS Diploma or GED Received	P367 Financial and Misc Inquiry	High				Existing
		System will display Student's Exemptions Claimed	P367 Financial and Misc Inquiry	High				Existing
		System will display Parents' Exemptions Claimed	P367 Financial and Misc Inquiry	High				Existing
		System will display Parents' State of Legal Residence	P367 Financial and Misc Inquiry	High				Existing
		System will display Parents' Legal Residence Date	P367 Financial and Misc Inquiry	High				Existing
		System will display Parents Legal Residents before 01-01-1997	P367 Financial and Misc Inquiry	High				Existing
		System will display Summer 2002 Status	P367 Financial and Misc Inquiry	High				Existing
		System will display Fall 2002 Status	P367 Financial and Misc Inquiry	High				Existing
		System will display Winter 2002-2003 Status	P367 Financial and Misc Inquiry	High				Existing
		System will display Spring 2003 Status	P367 Financial and Misc Inquiry	High				Existing
		System will display Summer 2003	P367 Financial and Misc Inquiry	High				Existing
		System will display Student's Income Earned from Work	P367 Financial and Misc Inquiry	High				Existing

**CA R2 Requirements
Financial and Miscellaneous Inquiry**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will display Father's/Stepfather's Income Earned from Work	P367 Financial and Misc Inquiry	High				Existing
		System will display Student's Marital Status	P367 Financial and Misc Inquiry	High				Existing
		System will display Parent's Marital Status	P367 Financial and Misc Inquiry	High				Existing
		System will display Degree/Certificate	P367 Financial and Misc Inquiry	High				Existing
		System will display Spouse's Income Earned from Work	P367 Financial and Misc Inquiry	High				Existing
		System will display Mother's/Stepmother's Income Earned from Work	P367 Financial and Misc Inquiry	High				Existing
		System will display Student's Marital Status Date	P367 Financial and Misc Inquiry	High				Existing
		System will display Grade Level in College in 2002-2003	P367 Financial and Misc Inquiry	High				Existing
		System will display Student's Total Amount from Worksheet A	P367 Financial and Misc Inquiry	High				Existing
		System will display Parents' Total Amount from Worksheet A	P367 Financial and Misc Inquiry	High				Existing
		System will display Student's Number of Family Members	P367 Financial and Misc Inquiry	High				Existing
		System will display Parents' Number of Family Members	P367 Financial and Misc Inquiry	High				Existing
		System will display Interested in Work-Study	P367 Financial and Misc Inquiry	High				Existing

**CA R2 Requirements
Financial and Miscellaneous Inquiry**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will display Interested in Student Loans	P367 Financial and Misc Inquiry	High				Existing
		System will display Student's Total Amount from Worksheet	P367 Financial and Misc Inquiry	High				Existing
		System will display Parents' Total Amount from Worksheet B	P367 Financial and Misc Inquiry	High				Existing
		System will display Student's Number in College 2002-2003	P367 Financial and Misc Inquiry	High				Existing
		System will display Parents' Number in College 2002-2003 (Parents' excluded)	P367 Financial and Misc Inquiry	High				Existing
		System will display Are You Male	P367 Financial and Misc Inquiry	High				Existing
		System will display Do you want Selective Service to register you	P367 Financial and Misc Inquiry	High				Existing
		System will display Student's Total Amount from Worksheet C	P367 Financial and Misc Inquiry	High				Existing
		System will display Parents' Total Amount from Worksheet C	P367 Financial and Misc Inquiry	High				Existing
		System will display First Bachelor's Degree By 07-01-2002	P367 Financial and Misc Inquiry	High				Existing
		System will display Your Father's/Stepfather's Social Security Number	P367 Financial and Misc Inquiry	High				Existing
		System will display Student's Cash, Savings, and Checking	P367 Financial and Misc Inquiry	High				Existing
		System will display Parents' Cash, Savings, and Checking	P367 Financial and Misc Inquiry	High				Existing

**CA R2 Requirements
Financial and Miscellaneous Inquiry**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will display Age of Older Parent	P367 Financial and Misc Inquiry	High				Existing
		System will display Father's/Stepfather's Last Name	P367 Financial and Misc Inquiry	High				Existing
		System will display Student's Investment Net Worth	P367 Financial and Misc Inquiry	High				Existing
		System will display Parents' Investment Net Worth	P367 Financial and Misc Inquiry	High				Existing
		System will display Student's Citizenship Status	P367 Financial and Misc Inquiry	High				Existing
		System will display Student's Alien Registration Number	P367 Financial and Misc Inquiry	High				Existing
		System will display Mother's/Stepmother's Social Security Number	P367 Financial and Misc Inquiry	High				Existing
		System will display Student's Business and/or Investment Farm Net Worth	P367 Financial and Misc Inquiry	High				Existing
		System will display Parents' Business and/or Investment Farm Net Worth	P367 Financial and Misc Inquiry	High				Existing
		System will display Verification Flag 1	P367 Financial and Misc Inquiry	High				Existing
		System will display Mother's/Stepmother's Last Name	P367 Financial and Misc Inquiry	High				Existing
		System will display Verification Flag 2	P367 Financial and Misc Inquiry	High				Existing
		System will display Monthly Veterans Education Benefits	P367 Financial and Misc Inquiry	High				Existing

**CA R2 Requirements
Financial and Miscellaneous Inquiry**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will display Code for source of pre-populated FAFSA data	P367 Financial and Misc Inquiry	High				Existing
		System will display Number of Months Veterans Education Benefits Received	P367 Financial and Misc Inquiry	High				Existing
		System will display Preparer's Employer Identification Number (EIN)	P367 Financial and Misc Inquiry	High				Existing
		System will display Number of Batch that includes student signature	P367 Financial and Misc Inquiry	High				Existing
		System will display FAA Override of Reject Codes B	P367 Financial and Misc Inquiry	High				Existing
		System will display FAA Override of Reject Codes N	P367 Financial and Misc Inquiry	High				Existing
		System will display FAA Override of Reject Codes W	P367 Financial and Misc Inquiry	High				Existing
		System will display Preparer's Social Security Number	P367 Financial and Misc Inquiry	High				Existing
		System will display Number of batch that includes parent signature	P367 Financial and Misc Inquiry	High				Existing
		System will display Override of Assumption Codes 1,2,3,4,5,6	P367 Financial and Misc Inquiry	High				Existing
		System will display Preparer's Signature	P367 Financial and Misc Inquiry	High				Existing
		System will display Subsequent Application SSN Match Indicator	P367 Financial and Misc Inquiry	High				Existing

**CA R2 Requirements
Expected Family Contribution (EFC) Calculations**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will display Total Income	P365 EFC Calculations	High				Existing
		System will display Allowance Against Total Income	P365 EFC Calculations	High				Existing
		System will display US Income Tax Paid	P365 EFC Calculations	High				Existing
		System will display State and Other Tax Allowance	P365 EFC Calculations	High				Existing
		System will display Income Protection Allowance	P365 EFC Calculations	High				Existing
		System will display Employment Expense Allowance	P365 EFC Calculations	High				Existing
		System will display Available Income	P365 EFC Calculations	High				Existing
		System will display Contributions from Available Income	P365 EFC Calculations	High				Existing
		System will display Contributions from Assets	P365 EFC Calculations	High				Existing
		System will display Net Worth	P365 EFC Calculations	High				Existing
		System will display Asset Protection Allowance	P365 EFC Calculations	High				Existing
		System will display Discretionary Net Worth	P365 EFC Calculations	High				Existing
		System will display Adjusted Available Income	P365 EFC Calculations	High				Existing

**CA R2 Requirements
Expected Family Contribution (EFC) Calculations**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will display Parent's Total Contribution	P365 EFC Calculations	High				Existing
		System will display Parent's Contribution	P365 EFC Calculations	High				Existing
		System will display Student Total Income	P365 EFC Calculations	High				Existing
		System will display Student Allowances Against Total Income	P365 EFC Calculations	High				Existing
		System will display Student Contributions from Available Income	P365 EFC Calculations	High				Existing
		System will display Student Discretionary Net Worth	P365 EFC Calculations	High				Existing
		System will display Student Contribution from Assets	P365 EFC Calculations	High				Existing
		System will display dependent student information in correct fields	P365 EFC Calculations	High		NICE TO HAVE; currently dependent student and parent information are displayed in incorrect fields		New

**CA R2 Requirements
Hold File**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will display hold file type	P311 Hold Table	High				Existing
		System will display date of birth for Application hold file	P311 Hold Table	High				Existing
		System will display date added for Application hold file	P311 Hold Table	High				Existing
		System will display source for Application hold file	P311 Hold Table	High				Existing
		System will display signed by for Application hold file	P311 Hold Table	High				Existing
		System will display email address for Application hold file	P311 Hold Table	High				Existing
		System will display Hold Indicator for Application hold file	P311 Hold Table	High				Existing
		System will display Dependency Indicator for Application hold file	P311 Hold Table	High				Existing
		System will display Process date for Application hold file	P311 Hold Table	High				Existing
		System will be able to display hold file information on same view as main inquiry screen	P311 Hold Table	High				Existing
		System will display date of birth for COTW hold file	P311 Hold Table	High				Existing
		System will display date added for COTW hold file	P311 Hold Table	High				Existing
		System will display transaction number for COTW hold file	P311 Hold Table	High				Existing

**CA R2 Requirements
Hold File**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will display signed by for COTW hold file	P311 Hold Table	High				Existing
		System will display email address for COTW hold file	P311 Hold Table	High				Existing
		System will display Hold Indicator for COTW hold file	P311 Hold Table	High				Existing
		System will display Process date for COTW hold file	P311 Hold Table	High				Existing

**CA R2 Requirements
Contact Log**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will display number of logs in Contact Log	P309 Phone Log	High		See Design Items		Existing
		System will display Question Code in Contact Log	P309 Phone Log	High		See Design Items		Existing
		System will display Answer Code in Contact Log	P309 Phone Log	High		See Design Items		Existing
		System will display Who Called in Contact Log	P309 Phone Log	High		See Design Items		Existing
		System will display Operator in Contact Log	P309 Phone Log	High		See Design Items		Existing
		System will display Date Logged in Contact Log	P309 Phone Log	High		See Design Items		Existing
		System will display Message in Contact Log displaying kind of change	P309 Phone Log	High		See Design Items		Existing
		System will display Transaction number to which message refers in Contact Log	P309 Phone Log	High		See Design Items		Existing
		System will display Department in Contact Log		High		See Design Items		New
		System will display Location in Contact Log		High		See Design Items		New
		System will display Responsibility in Contact Log		High		Values for Responsibility are Trained, Non-Trained, Cross-Trained		New
		System will display Contact Logs as read only after they have been created		High				Existing
		System will provide System Administrators the ability to overwrite Contact Logs		High				Existing

**CA R2 Requirments
Contact Log**

Step	Functional Requirement	Application Requirement	Legacy Screen	Priority	Scope Status	Comments	Technical Comments	Type
		System will sort Contact Logs by date and time (default sort)		High				New
		System will display Subject Line in Contact Log for General Inquiries	Service Center	Low				New
		System will display Questions/Situation in Contact Log for General Inquiries	Service Center	Low				New
		System will display Resolution in Contact Log for General Inquiries	Service Center	Low				New
		System will generate a contact log for self service options completed by the customer		High				Existing
		System will display System Generated Contact Logs in Read-Only		High				Existing
		System will display CSR Name		High		Do we display actual name or pseudo name?		New