SPECIAL ALERT

Update from the California Student Aid Commission

April 29, 2022   **GSA 2022-28**

TO: College Financial Aid Administrators

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SUBJECT: **Updates to WebGrants G-21 Transaction Status Screen**

This Special Alert from the California Student Aid Commission (Commission) provides information about updates and changes being made to the Grant Record Change (G-21) screen in WebGrants for Institutions.

There is new search functionality in WebGrants for Institutions that allows institutions to see the status of submitted G-21 requests for their school. This change creates more capacity for institutions to check the status of their submitted G-21's by academic year and by status. Schools can access this function by going to the School Info section of WebGrants and clicking on Transaction Status. All System Administrators and Users with "Read" or "Write" access for Grant Record Changes will be able to view this screen. Users who require access to this screen as part of their job duties should contact their institution's System Administrator for access.
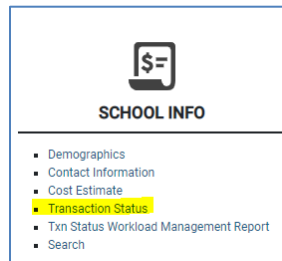
A new drop-down menu will allow institutions to sort their submitted G-21 requests and view the status of each submission. Clicking on the view button in the lefthand column (shown as an eye icon), will bring up specific information about an individual request.
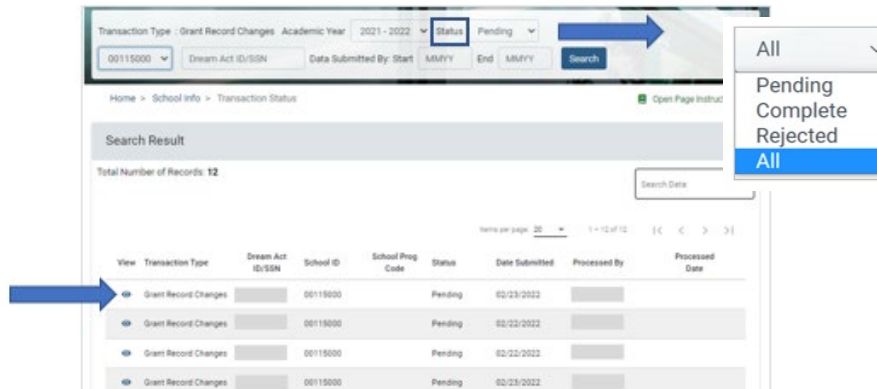
The Meaning of Different Statuses

Refer to this guide to understand the different statuses on the Transaction Status screen.

- *Pending* **–** The Commission has received the G-21 request. System Administrators and Users with "Write" access have the option to cancel these requests while they are marked as a *pending* transaction. Cancelling a request completely deletes it from the queue and the form will not be processed.

- *Rejected* – The Commission is still processing the G-21 request but is unable to process it using WebGrants. The rejected status means *rejected from automatic processing* and does not mean that the G-21 request was rejected. These requests require additional staff analysis and/or manual processing. **If the G-21 request cannot be processed, the Commission notifies the submitter via email.** Otherwise, if you have not received an email saying the G-21 request could not be completed, the G-21 request is still being processed.

- *Complete* – The Commission has processed this G-21 request and changes are reflected on student records in WebGrants. Completed forms are <u>read only</u> and are available for reference.

- *All* – This will show all submitted G-21 requests, regardless of their status.

"Unable to Process" Notation
If "unable to process" appears in the comments section of the G-21 request, this means the request cannot be processed via WebGrants and requires manual processing. It does not mean the G-21 request has been rejected or needs to be resubmitted. WebGrants automatically generates this message when G-21 requests will be processed manually.

These changes are available now in WebGrants for Institutions. As enhancements are added to this system over time, the Commission will provide additional updates.

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- ➢ Institutional Support phone number: (888) 294-0153
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