Student Aid Report (SAR)
Comment Code 399

Team C.M.R.
Colleen Coudriet, Penn State University
Michele Bogdon, West Chester University
Rhonda Moore, University of the Arts
Comment Code 399

Introductions
SAR Comment Code 399 Background
Central Processing Systems (CPS) Modifications
CPS Reprocessing
CPS Contact Information
Discussion Topic
Questions
Comment Code 399

- How did we get here?
- Beginning with the 2017/2018 FAFSA year
- Prior Prior Year
  - 2015 Tax Information
Comment Code 399

Causes for a Discrepancy

EFC
Income (AGI)
Taxes Paid
Comment Code 399

What won’t cause a 399 C Code?

- Number in household
- Number in college
- Assets
Comment Code 399

- SAR C Code

- SAR C Code requires further verification by the financial aid administrator (FAA).

- The FAA may contact the FAFSA applicant to resolve issues related to differences in the 2015 income information reported on the 2016/2017 and 2017/2018 FAFSAs.
Comment Code 399

What’s required to resolve the 399 code?

- Use of DRT on either 16-17 or 17-18 FAFSA
- 1040s
- W2s
- 1098T
- Documentation on other untaxed benefits
Comment Code 399

- CPS Modifications

- Students with an automatic-zero EFC for the 2017/2018, CPS will now compare financial information provided for the 2017/2018 to the student’s 2016/2017 financial information; SAR Comment Code 399 will only be assigned if the EFC difference calculated by the CPS is over a certain threshold.
Comment Code 399

- CPS Modifications

- 2016-2017 Professional Judgement
  - Excluded if it was processed as a PJ
Comment Code 399

- CPS Reprocessing

- CPS conducted a reprocessing on February 6, 2017 for the 2017/2018 student records with an auto-zero EFC on their 2017/2018 records or a professional judgment on their 2016/2017 record. SAR Comment Code 399 may be added or removed (as needed).
Comment Code 399

- CPS Reprocessing

- CPS reprocessing will potentially add or remove comment code 399 from the records identified as being affected by this issue.

- Dependent students with student financial information, and qualified for the cross-year EFC calculation and edit.
Comment Code 399

- CPS Reprocessing
- Reprocessed Institutional Student Information Records (ISIRs) were sent under the IGSG180P message class.

- SARs and ISIRs will include SAR comment code “172”. “SAR was produced because we processed a change to your financial based on information reported to us by another agency or as a result of a processing system change.”
Comment Code 399

- Question

- Student is selected for verification after clearing C code. Do you have to complete verification?
Comment Code 399

- The SAR FAA information page in Student Inquiry on the FAA Access to CPS Online Web site will display “02” – reprocessed because Comment Code 399 not assigned correctly” for the Reprocessing Code for the transaction resulting from the reprocessing.
Discussion Topic

- What have you found the best ways to notify students?
- Keep track of students with 399s
- Contacting students
- How many are making corrections without letting them know
Comment Code 399

- **Contact Information:**
  - CPS/SAIG Technical Support at (800) 330-5947 (TDD/TTY 800-511-5806) or by email at: CPSSAIG@ed.gov.
  - You may also post questions to FSATech, go to: https://www2.ed.gov/offices/OSFAP/services/fasatechsubscribe.html
  - Should your students have questions regarding the changes, they may email the Federal Student Aid Information Center at: FederalStudentAidCustomerService@ed.gov
  - TDD/TTY service is also available at 800-730-8913
Comment Code 399

Questions??????

Thank you,