

Illinois Veteran Grant (IVG) Program

USER GUIDE

Quick Links

GAP Access Portal

GAP Access Portal User Guide

ISAC
Illinois Student Assistance Commission

Table of Contents

Quick Links 0
Overview 3
GAP Access and Navigation 3
Program Access & Privileges 4
Filtering and Viewing Options 5
Filter Screen 5
Sort Screen 7
Method 1: Using Arrows to Arrange Elements. 7
Method 2: Dragging and Dropping to Arrange Elements. 8
Viewing Custom Sort Lists 8
Columns Screen 8
Method 1: Using the Arrows to Arrange Headings 8
Method 2: Dragging and Dropping to Arrange Headings. 9
Method 3: Double Clicking to Arrange Headings. 9
Viewing Customized Column Lists 9
Student Benefit List: View 10
IVG Number Code Logic 11
Add Student Screen 12
Student Eligibility: Detail Screen – Determining Eligibility Issues 13
Details 14
File Extractions: Eligibility Status Files Screen 15
Benefit Request 16
Benefit Request Using the IVG System in GAP 16
Student Benefit List: View Screen 16
Student Detail: Benefits Screen 17
Individual Benefit Request 18
Batch Benefit Request 21
Submitting Benefit Requests 24
Chapter 33 (Post-9/11 GI Bill) Benefit Considerations 25
Important Notes 25
File Transfer Protocol (FTP) Process for Benefit Requests 26

Reporting Rejected Benefit Requests to Schools. 28
Creating Reports 29
ISAC Generated Reports: IVG Benefit Results/exceptions Report....31
Benefits Results & Expanded Reject Codes 32
Benefits Results Codes....32
Expanded Reject Codes 33

Overview

The Illinois Veterans Grant (IVG) Program is administered by schools using the IVG system, which is available through ISAC's Gift Assistance Programs (GAP) Access portal. IVG information is accessed by logging into the GAP system and then selecting the IVG program from the **Programs** tab near the top of the screen. Student eligibility information is accessed via the **Student** tab, and benefit processing, when it becomes available for an award year, is accessed via the **Benefit** tab.

Quick links to ISAC contact information, the FAA section of ISAC's website and IVG program information can be found at the bottom of all IVG system screens.

Please note that the IVG system will time out after prolonged inactivity. The following message will appear to allow you to save your data:

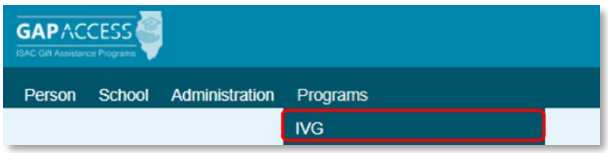


GAP Access and Navigation

To access the Illinois Veteran Grant (**IVG**) program, the user must first have an account to access the GAP Access Website.

Users must have the appropriate program privileges for all applicable programs to complete processes for any ISAC program. The GAP Access Primary Administrator of the institution is responsible for granting appropriate access to all users. A shortened explanation of this process is below. Please see the GAP Access User Guide for further guidance on granting program privileges, creating new accounts, and general usage tips for the wider GAP Access site.

The GAP Access portal is available 24 hours a day, 7 days a week. Data processing takes place each day between the hours of 7 a.m. and 10 p.m. (CT). Data submitted after 7 p.m. will be processed and dated the following day.



All users need a valid GAP Access ID and password to access the system. Once a school user has successfully logged in to GAP Access, the MAP information can be accessed by selecting the program — **IVG** — from the list under the **Programs** tab.

ISAC relies on a designated Primary Administrator (usually, the Financial Aid Director) at each institution to authorize users and provide them with the appropriate level of access for each program in the system.

Program Access & Privileges

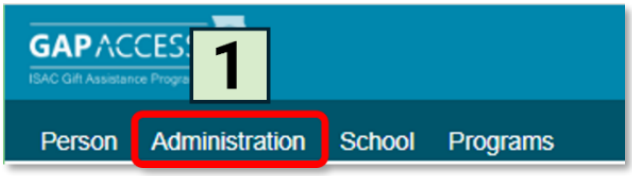
To grant privileges to users, the Primary Administrator must log in to GAP Access**. If the Primary Administrator is locked out of their account or needs to create an administrator account, they must contact ISAC's Partner Services department** via phone or email.

Partner Services

Phone: (866) 247-2172

Email: isac.partnerservices@illinois.gov

After logging in, the Primary Administrator can grant other school users' access and privileges to each GAP access program.



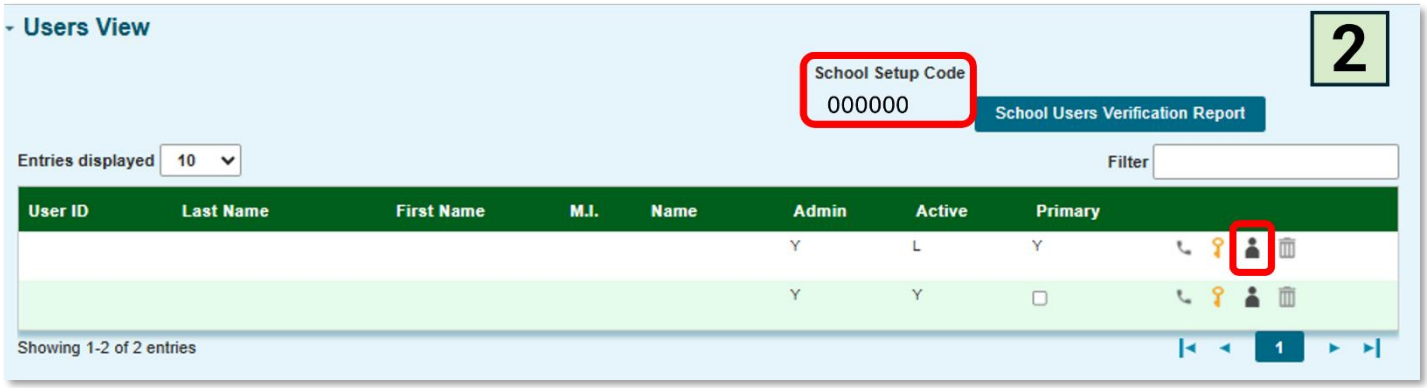
Select the Administration tab at the top of the screen.

1. Under user administration, click the person icon next to the user that needs privileges granted.

    a. There are four helpful icons for user accounts including:

    - **Phone icon** –resets user's two-factor authentication.
    - **Key icon** – resets a user's password
    - **Person icon** – grants program privileges & access
    - **Trash icon** – deletes a user's account if no longer needed

Note: The School Setup Code that is required for creating new user accounts can also be found on this screen.



2. Under the **Program Privileges screen**, select the appropriate privilege for each program the user will need access to.

    a. **IVG** – Illinois Veteran Grant Program

        - The options include:

            - **None** – User cannot view or access the program

            - **Update** – User can change information and upload files to the program.

            - **View** – User can view information in the program but cannot edit detail or upload files.

    b. **FTP Access** – if a school uses the FTP process, users will need to be given privileges to access the FTP site by clicking the checkbox next to the appropriate programs. See image to the right.



3. After selecting the necessary privileges, click **Save Changes**.

    a. The User Administration button can be used to be taken back to the User Administration page to select a new user if needed.

Once a user has been granted update privileges for the appropriate program, the user can log in to GAP and select the desired program from the **Programs** drop-down menu.

Note: If a user is logged in when program privileges are assigned, they may need to log out of GAP and log back in to see the new program added to the **Programs** drop-down menu.

Filtering and Viewing Options

Within the **Benefits** tab, some filtering and viewing options may be available to personalize the student list shown:

- **Benefits tab** – offers the ability to change the Filter, Column, and Sort options.

Filter Screen

Student records can be filtered by selecting specific categories which can be accessed by selecting the **Filter** subtab within the Student & Benefit tab screens.

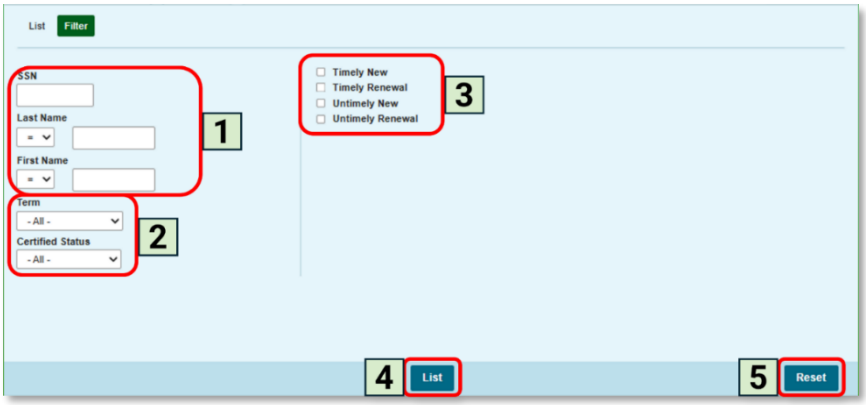
1. Individual students can be filtered using the options to search by SSN, Last Name, First Name.

2. Records can also be sorted by Term or Certified status.

3. Criteria and/or selected category options are found on the right of the screen. By clicking the box next to the listed items, the records can be sorted based on the criteria listed for that specific Filter screen. **Depending on the selected screens (Student or Benefit) these options will vary.**

4. Once filter options have been selected/entered select the **List** button at the bottom of the screen to generate the customized view.

5. A **Reset** button is also available at the bottom right to clear multiple selections with one click.



Sort Screen

The **Sort** screen provides several options for sorting the student list. This screen is accessed by selecting the **Sort** subtab. The sort options are available within the Student and Benefit screens.

The Sort screen is separated into two lists of elements(s). The list on the left side of the screen are **Unselected** items that are not currently being used to sort the list. Items on the right side of the screen are **Selected** and are being used to sort the list.

The list is sorted with the elements as they are listed from top to bottom. I.e. if “Last Name” is the first element listed followed by “First Name”, the list will first be sorted by the students’ last names and then first names.

To move items between the **Unselected** and **Selected** groups, either click the box next to the item and use the arrows to move the item in the desired side or click on an element and drag it to the desired location.

Method 1: Using Arrows to Arrange Elements.

1. To add an element to sort the list, check the box next to the data element(s) from the Unselected group, then select the **Add** arrow (arrow that points to the right) to add them to the **Selected** group.

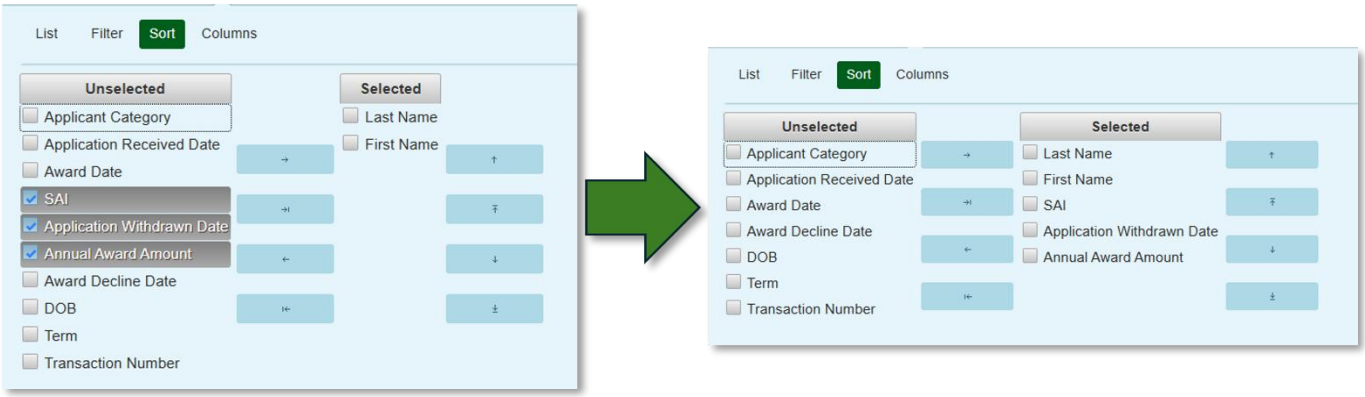
    a. Arrows come in two varieties:

        i. Standard Arrow – moves an element in that direction and places it at the bottom of the group.

        ii. Arrow pointing to bar – places an element to the top or bottom of the group in the indicated direction.



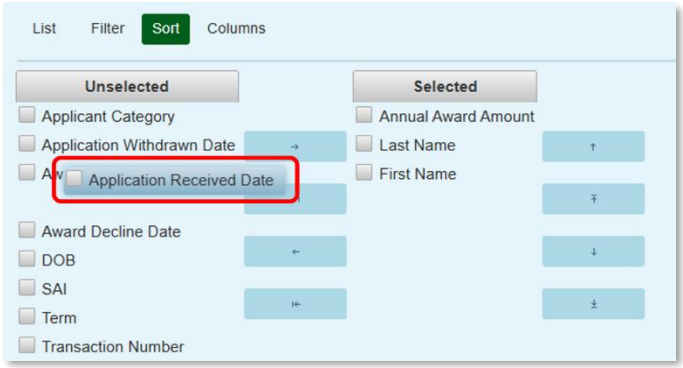
2. Selected checkboxes will be sorted descending. Unchecked checkboxes will be sorted ascending.



Method 2: Dragging and Dropping to Arrange Elements.

1. To move an item between groups, simply click the item and, while holding the click, drag the item to the desired group. While dragging the item, it will appear as a light blue box that can be moved around the screen.

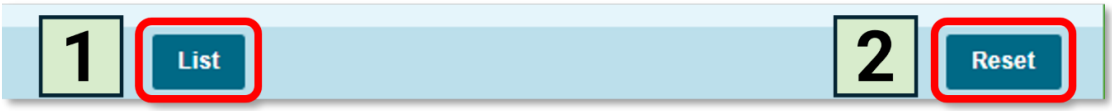
   a. This method can also be used to move items up or down a group.



Viewing Custom Sort Lists

1. Once all the Column Heading selections have been made, click on the **List** tab at the bottom of the screen to generate a customized list.

2. A **Reset** tab is available in the bottom right corner to clear multiple selections with one click.



Columns Screen

The **Columns** screen allows the column headings to be customized in the order in which they appear. This screen is accessed in the Student and Benefit screens by selecting the **Columns** subtab. The Column Headings appear in two group lists: Unselected (not viewed in the student list) and Selected (appear on the student list). Note, only one Column Heading can be moved at a time within the Column Screen. The Column Headings can be moved between groups using different methods:

Method 1: Using the Arrows to Arrange Headings.

1. To add a column to the list, click the Column Heading from the Unselected group, then select the **Add** arrow (arrow that points to the right) to add it to the **Selected** group. Removing a heading is done similarly but by selecting the arrow that points to the left.

   a. Arrows come in two varieties:



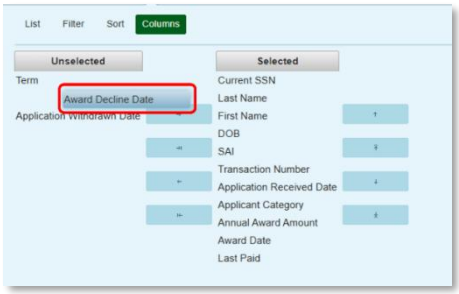
      i. Standard Arrow – moves an element in that direction and places it at the bottom of the group.

      ii. Arrow pointing to bar – places an element to the top of the group in the indicated direction. Or if the arrow points down, it will move it to the bottom of the group.

Method 2: Dragging and Dropping to Arrange Headings.

1. To move a Column Heading between groups, simply click the Column Heading and, while holding the click, drag the item to the desired group. While dragging the item, it will appear as a light blue box that can be moved around the screen.

    a. This method can also be used to move items up or down a group list.



Method 3: Double Clicking to Arrange Headings.

1. A quick method of moving a Column Heading from one group list to the other is to simply double click the Column Heading label.

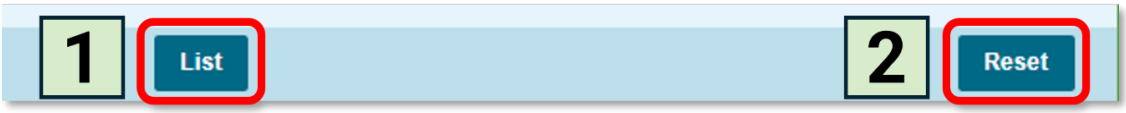
    a. This automatically adds the heading to the bottom of the opposite group list.

2. To change the Column Heading order after using the double click method, utilize either the arrows or drag and drop methods.

Viewing Customized Column Lists

1. Once all the Column Heading selections have been made, click on the **List** tab at the bottom of the screen to generate a customized list.

2. A **Reset** tab is available in the bottom right corner to clear multiple selections with one click.



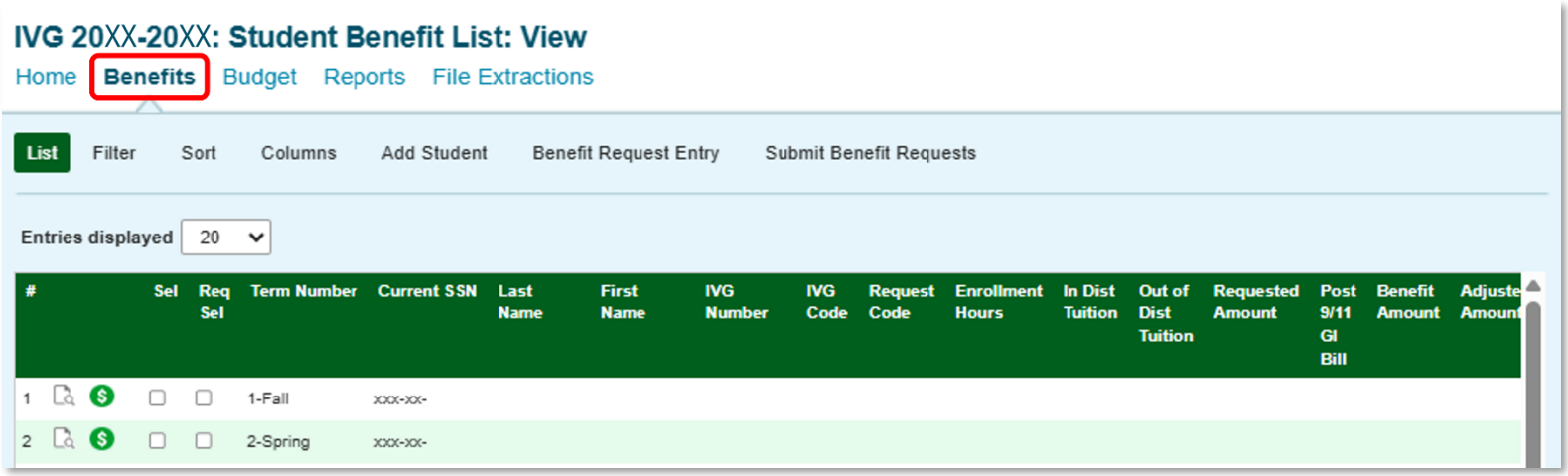
Student Benefit List: View

The list of students who may be eligible to receive IVG benefits can be viewed from the **Benefits** tab. Because the IVG application process does not collect information about the student's school choice, ISAC does not generate an IVG student eligibility list that is specific to each school.

Rather, when you log in to the IVG system, you will initially see a list of IVG-eligible students for whom a benefit request has been submitted to ISAC by your school **in the last three academic years**. Schools then can search ISAC's database of IVG applicants and add other eligible IVG students to the Benefits list, as needed.

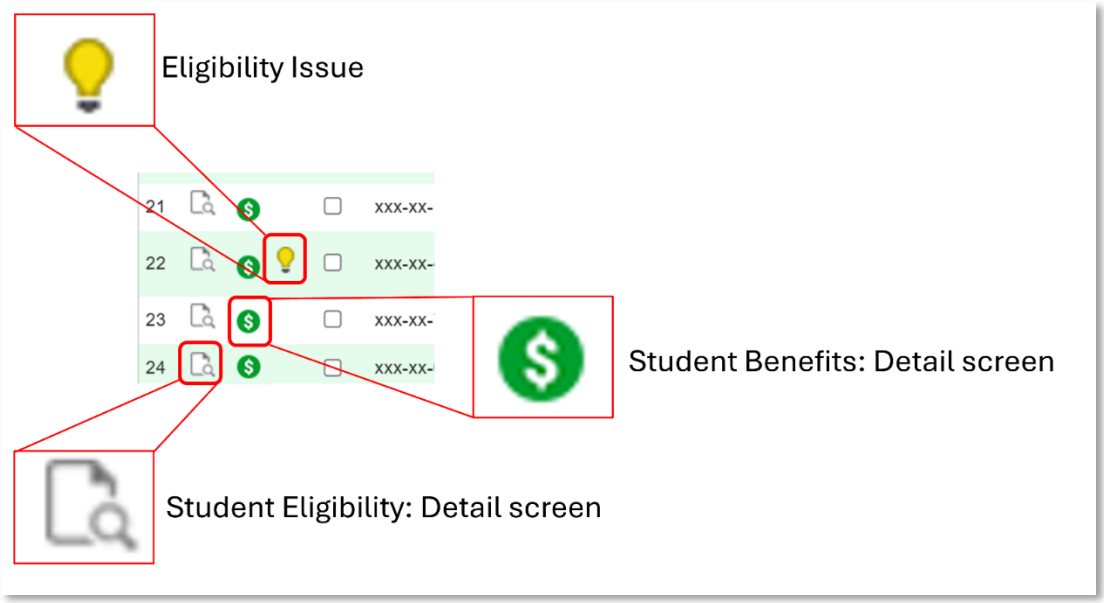
The **Student Benefit List: View** screen provides the entry point to other functions such as viewing detailed student information and viewing student information history. The initial loading of the Student Benefit List: View page will result in a default view with the following columns:

- Sel (Select)
- Req Select (Request Select)
- Term Number
- Current SSN (last four digits display)
- Last Name
- First Name
- IVG Number
- IVG Code
- Request Code
- Enrollment Hours
- In District Tuition
- Out of District Tuition
- Requested Amount
- Post-9/11 GI Bill
- Benefit Amount
- Adjusted Amount
- Units Used
- Result Code
- Expanded Result
- Result Date
- Status
- Invoice Number



When navigating the Student Benefit List: View screen, in the first few columns of each student record, including:

- **Magnifying Glass icon** – Used to access the Student Eligibility: Detail screen.
- **Dollar Sign icon** – Used to access to the Student Benefit: Detail screen
- **Lightbulb icon** – indicates there may be an issue with the student's eligibility. For resolution, the student should call ISAC's Student Engagement & Support Services at 800-899-4722.



IVG Number Code Logic

Please note that the first two letters of a student's ISAC-assigned IVG number have logic behind the coding, and the following codes are important regarding a student's eligibility status:

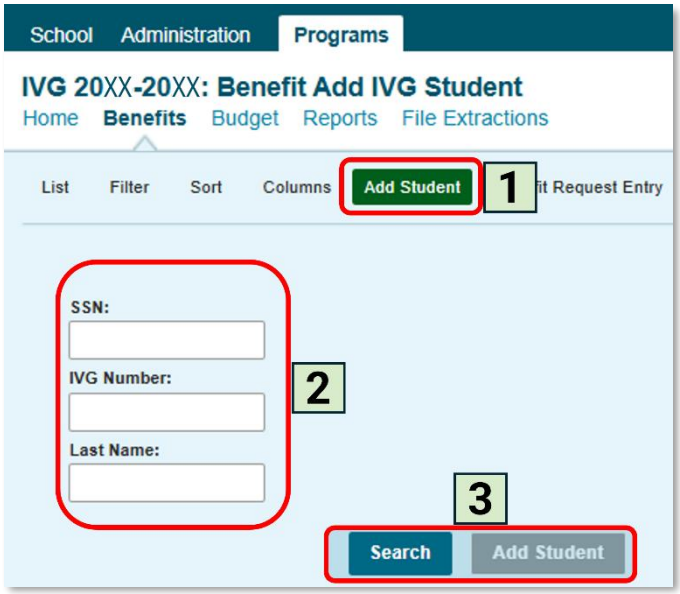
- **ZZ** – indicates there is a restricted time period in which the applicant can receive IVG benefits.
    - The veteran was determined eligible to receive IVG benefits at one point but has subsequently lost eligibility and must reapply with a current application and required documentation.
- **C5** – indicates limited eligibility.
    - The veteran has been determined eligible to receive IVG benefits for a limited amount of time, up to their anticipated discharge date while serving on federal active duty.

Add Student Screen

The **Student Benefit List: View** screen will display records of students that the college has reported benefit usage data within the past three years.

To report benefit usage data for a student who is *not* appearing on the list, add the student to the school's list through the **Add Student** screen. To add the student:

1. Click the Add Student sub-tab.
2. Input the following Student information:
    - Social Security Number
    - IVG number (as it appears on the student's IVG Notice of Eligibility letter from ISAC)
    - Last Name
3. Click "**Add Student**".



If searching does not provide a result, that means either the student is not eligible or is not in ISAC's database. For example, a student whose IVG application is in process and has not yet been determined to be eligible or an applicant whose status may have changed from eligible to ineligible cannot be added and will not appear on the list.

If a student cannot be found in the system and it appears the student should be in ISAC's IVG database, please contact ISAC's Partner Services Department for assistance at 866-247-2172 or isac.partnerservices@illinois.gov.

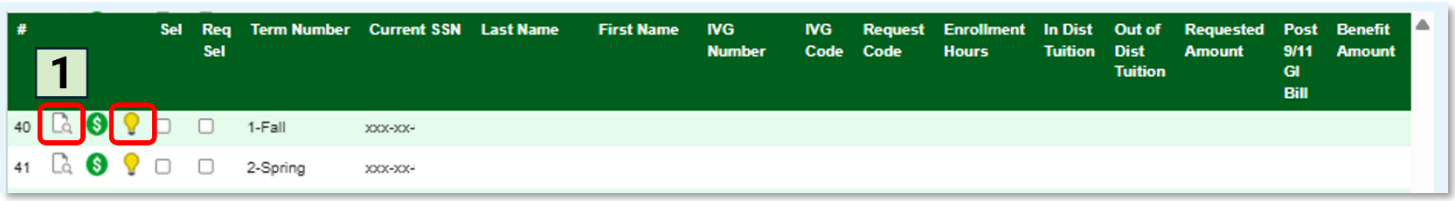
Student Eligibility: Detail Screen – Determining Eligibility Issues

The **Student Eligibility: Detail** screen displays information from the student's selected transaction as well as eligibility status information for IVG.

Student records flagged with the “light bulb” icon on the **Student Benefit: List View** screen, may also include yellow highlighting on the **Student Eligibility: Detail** screen on the fields that may be impacting the student’s eligibility.

If a yellow light bulb appears and there are no direct indications on the **Student List: Eligibility** screen, potential issues can be viewed by doing the following:

1. Click the paper with the magnifying glass icon next to the second column on the left (see picture below).



2. This will take the user to the **Student Eligibility: Detail** screen where individual information about each student can be found.

   a. Note: You can navigate to another student using the “Current SSN” section. Type in the next student’s SSN or ISAC ID Number (which is assigned by ISAC to Alternative Application applicants) and click “Go”.

   b. IVG # section can also be used to navigate to another student using their IVG number.



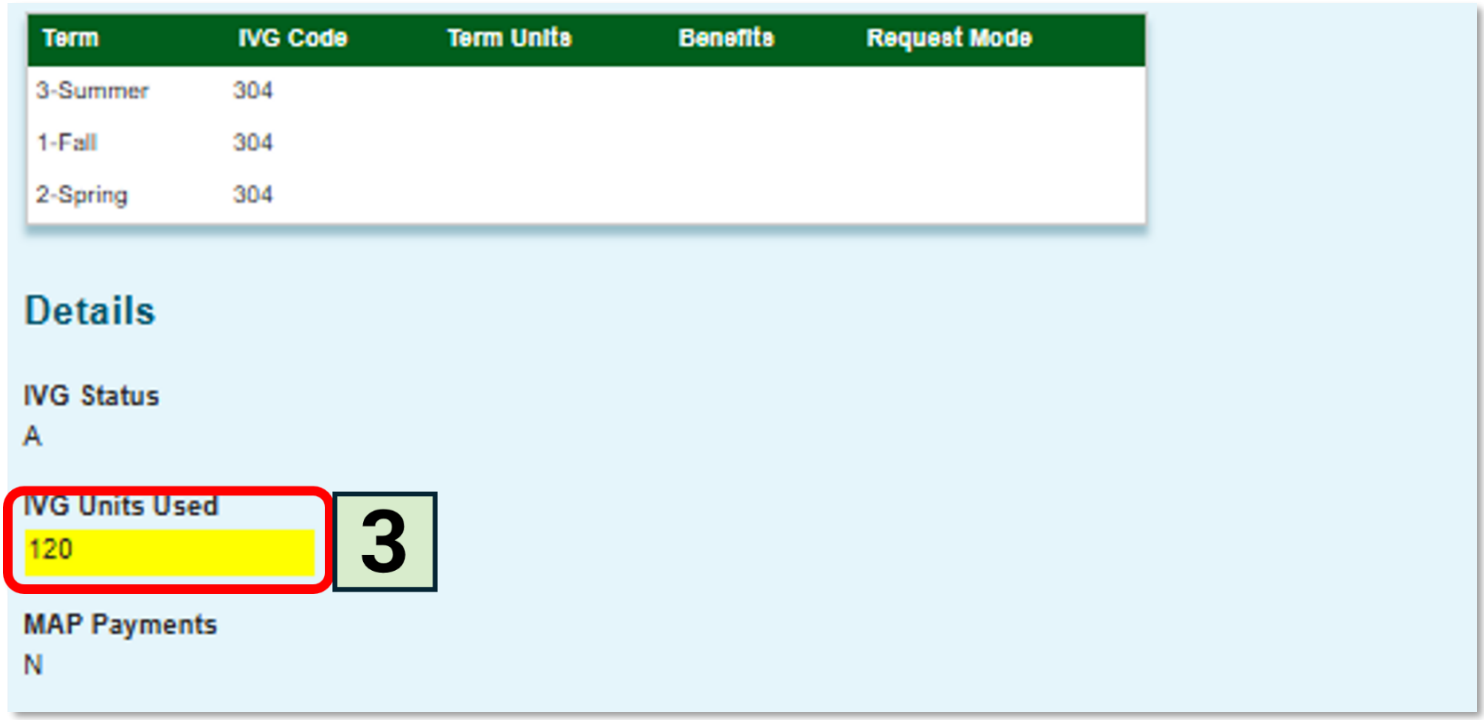
3. The **Student Eligibility: Detail** screen shows eligibility issues highlighted in yellow. These are typically seen in the Details section.

Details

Below is a summary of each category displayed in the Details section of the **Student Eligibility: Detail** screen with a description of potential codes seen within. If any of these sections are highlighted in yellow, this indicates an eligibility issue.

To resolve a student eligibility issue, the student must call ISAC's Student Engagement and Support Services at 800-899-4722 or email at isac.studentservices@illinois.gov.

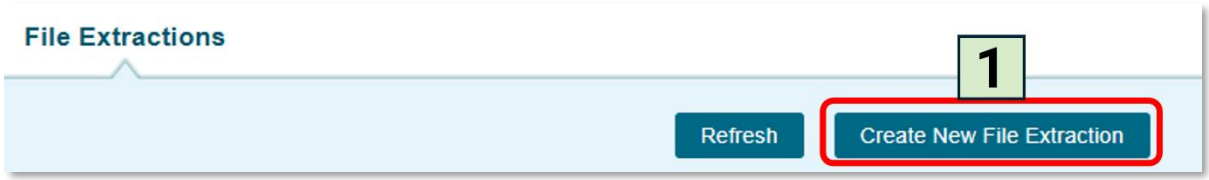
- **IVG Status** – Indicates if the student is in Active (A) or not.
- **IVG Units Used** – number of IVG eligibility units that have been used as reported on the student record submitted by all schools that have reported benefit usage for the student. If this section is highlighted, it indicates that the student has reached the maximum number of units – 120.
- **MAP Payments** – indicates Yes (Y) or No (N) if the student also received payment from the Monetary Award Program (MAP).



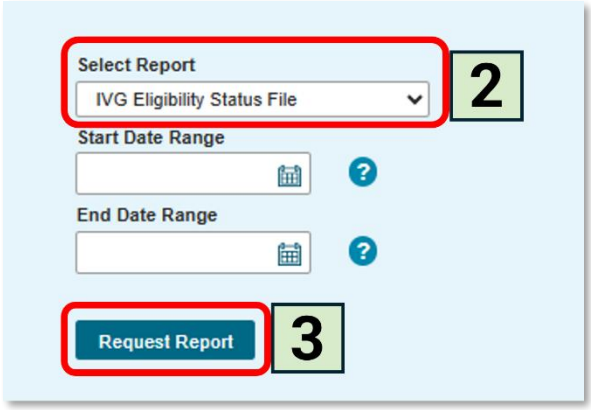
File Extractions: Eligibility Status Files Screen

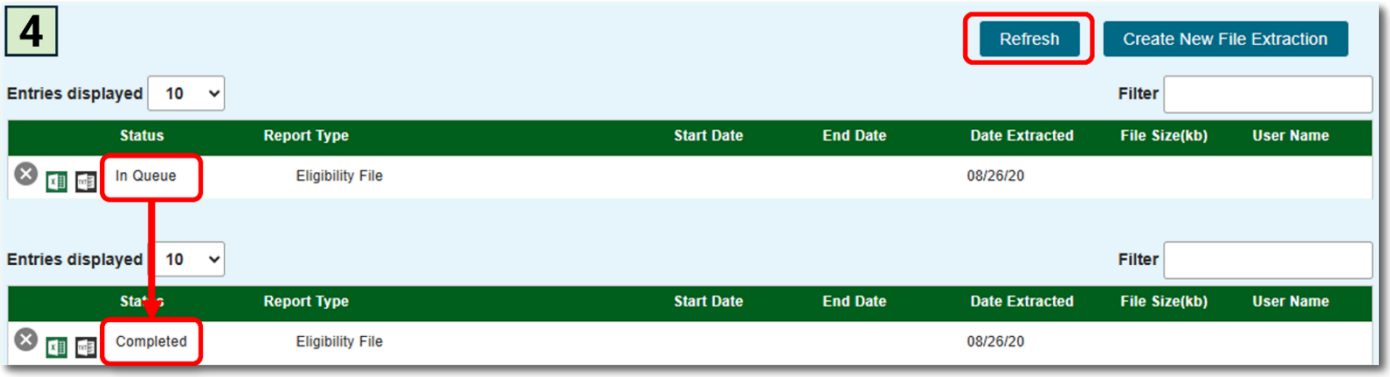
The **File Extractions: Eligibility Status Files** screen is accessed from the File Extractions tab. From this list, the user will be able to: download the requested file; delete any previously extracted files; and/or create a new extraction request. To run a file extract:

1. Click the **Create New File Extraction** button in the upper right-hand corner of the screen.



2. Select the extraction type from the **Select Report** drop-down menu.
3. Click on the **Request Report** button.
4. Extractions will appear on the list with a status of "In Queue". After a few minutes, the refresh button on the upper-right above the reports table can be clicked. The report's status will become "Complete". Once the report is completed, it can be accessed using either the Notepad or Excel download buttons.





The **Eligibility Status File (ESF)** extraction list provides schools with a list of their previously extracted ESF files. The ESF extraction can be performed on a variable range of records. The actual amount of time to perform the extraction could vary dramatically between small ESF requests containing 100-200 records, and large ones containing 20,000-30,000 records.

Benefit Request

IVG benefit reporting is done using the IVG system through ISAC's Gift Assistance Programs (GAP) Access portal, or benefit processing can be done through the File Transfer Protocol (FTP) process.

Benefit Request Using the IVG System in GAP

Within the IVG system, the benefit request process involves **two distinct steps**:

1. **Benefit Request Generation** – which involves identifying student records for benefits and indicating their enrollment hours/status.
2. **Submitting Requests** – which sends the identified records to ISAC for processing.

Student Benefit List: View Screen

Generally, the process starts with the **Student Benefit List: View** screen, where you can begin the process of generating benefit requests in one of two ways:

1. **Individually, by student**
2. **In batches/groups using IVG System**
    - Note: the File Transfer Process can also be used for batch/group requests.

The **Student Benefit List: View** screen gives the user the ability to easily select students for benefit request generation and to view benefit related information. The **Student Benefit List: View** is accessed by selecting the **Benefit** tab. Schools can create a customized **Student Benefit List: View** screen by selecting specific columns to be viewed, as well as sorting and filtering the data.

Reminder: the IVG academic year begins with the summer term, continues with the fall term and ends with the spring term. The terms are numbered in the IVG system as follows:

- 3 = Summer term
- 1 = Fall term
- 2 = Spring term

Student Detail: Benefits Screen

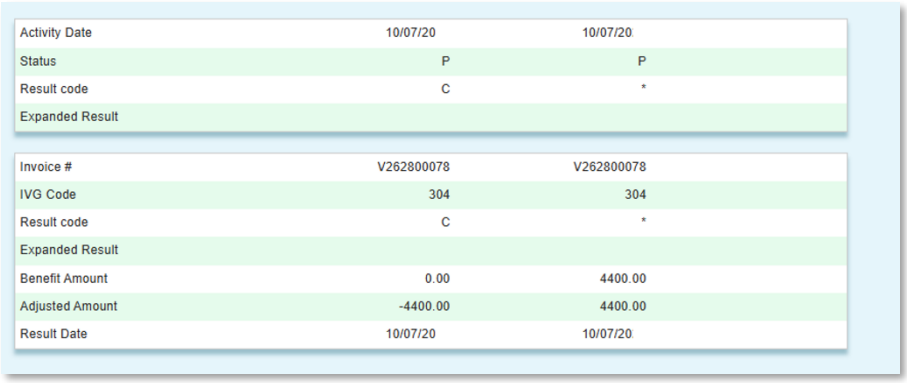
The Student Detail: Benefits screen allows users to submit an individual benefit request using the top section and to view important benefit information below.

The middle section of the **Student Detail: Benefits** screen provides data related to the last benefit request processing. Schools will be able to view information for terms applicable only to them and will not be able to see data that may have been entered at other schools for these same terms.

- **Activity Date –** the last date a status was changed.
- **Status –** the status of the student's benefit request.
  - **P** – Processed
  - **S** – Submitted
  - **U** – Updated
  - **L** – Processed Late
- **Result Code** – result code of last request. See the full list of Result Codes on the last page of this document.
- **Expanded Result** – code of last request.

The bottom section of the **Student Detail: Benefits** screen displays additional information about the latest record processed.

- **Invoice #** – number identifying the transaction
- **IVG Code** – school code for which the benefit request was processed
- **Result Code** – same as above.
- **Expanded Result Code** – same as above.
- **Benefit Amount** – amount from processing.
- **Adjusted Amount** – difference from last benefit request processed.
- **Result Date** – date the most recent result was generated.



Activity Date	10/07/20	10/07/20
Status	P	P
Result code	C	*
Expanded Result		

Invoice #	V262800078	V262800078
IVG Code	304	304
Result code	C	*
Expanded Result		
Benefit Amount	0.00	4400.00
Adjusted Amount	-4400.00	4400.00
Result Date	10/07/20	10/07/20

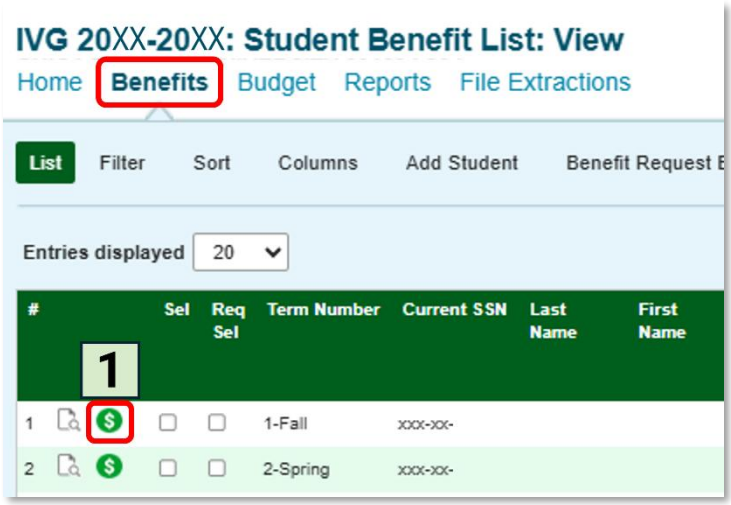
Individual Benefit Request

Generating benefit requests for each student individually is done using the **Student Detail: Benefits** screen. Because this can be a time-consuming method, it is best used when you have a small number of records for which you need to generate a benefit request or make an adjustment.

When needing to generate benefit requests for many students, the best options are to do a batch request using the IVG system or to use the File Transfer Protocol (FTP) process.

To make an individual benefit request:

1. From the Benefits tab, click the green dollar icon next to the desired student.



2. The Student Detail: Benefit screen will appear. To navigate to a different student, the “Current SSN” field can be edited and then select “Go”.

    a. The IVG Number section can also be used to navigate to a different student. Enter the IVG number and click “Go”.

3. From this screen, the following fields should be addressed:

    a. **IVG Code** – This field shows the current IVG budget code that the student will be requested under. If a different budget code is needed see the Differential Budget Codes section to update.

    b. **Request** – select the type of request that must be generated:

        - Benefit – to generate a benefit request.
        - Cancel – to cancel a previously requested award.
        - Delete – to remove a benefit request before submitting.

    c. **Enrollment Hours** – Enter the total number of hours in which the student is enrolled for the term, exactly as they would appear on the student’s transcript. Fractions of a credit hour are acceptable, such as .25, 7.2, 12.5, etc. There is not a minimum or maximum number of hours that are allowed.

d. **In-District Tuition & Fees** – Enter the total dollar amount of the indicated fees.

   - When students that are utilizing Chapter 33 (Post – 9/11 GI Bill) Benefits schools should enter the amount of tuition and mandatory fees eligible to be covered by IVG after Post-9/11 GI Bill benefits have been applied by the school.

e. **Out-of-District Tuition & Fees** – Enter the total dollar amount of the indicated fees.

   - A system-calculated total of In-District and Out-of-District Tuition and Fees will appear in the **Requested Amount** field.

f. **Post 9/11 GI Bill%** – If applicable, select the percentage of the student's Post 9/11 GI Bill eligibility from the drop-down menu. Options include: 40, 50, 60, 70, 80, 90.

   - Schools should select the Post-9/11 GI Bill eligibility level confirmed by the VA.

   - For ISAC purposes, this is only used to determine the percentage for the IVG proration calculation to determine the number of IVG units being used when combining benefits with the Post-9/11 GI Bill.

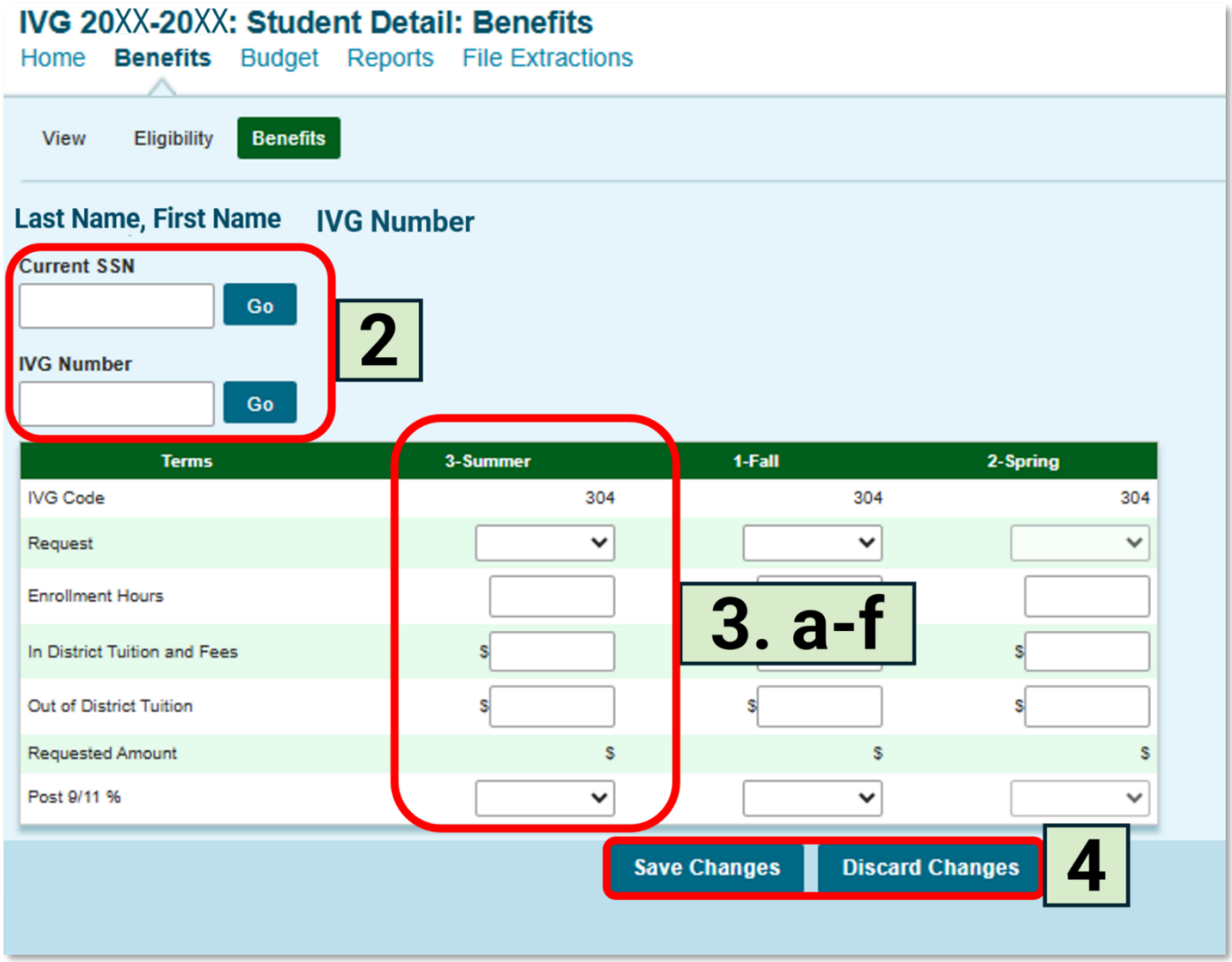
4. After completing the needed fields above, click **Save Changes** or **Discard Changes**.

5. Repeat this process for each individual student benefit request needed.

6. Benefits requests must be submitted to complete the process. Click **View** to return to the **Student Benefit List: View** screen. Follow the steps in the Submitting Benefit Requests section.

   a. Note: The status of a student's benefit request can be viewed in the "Status" section on the **Student Benefit List: View** screen or the **Student Detail: Benefits** screen.

      - **P** – Processed
      - **S** – Submitted
      - **U** – Updated
      - **L** – Processed Late


IVG 20XX-20XX: Student Detail: Benefits
Home
Benefits
Budget
Reports
File Extractions
View
Eligibility
Benefits
Last Name, First Name
IVG Number
Current SSN
Go
IVG Number
Go
2
Terms
3-Summer
1-Fall
2-Spring
IVG Code
304
304
304
Request
Enrollment Hours
In District Tuition and Fees
Out of District Tuition
Requested Amount
Post 9/11 %
3. a-f
Save Changes
Discard Changes
4

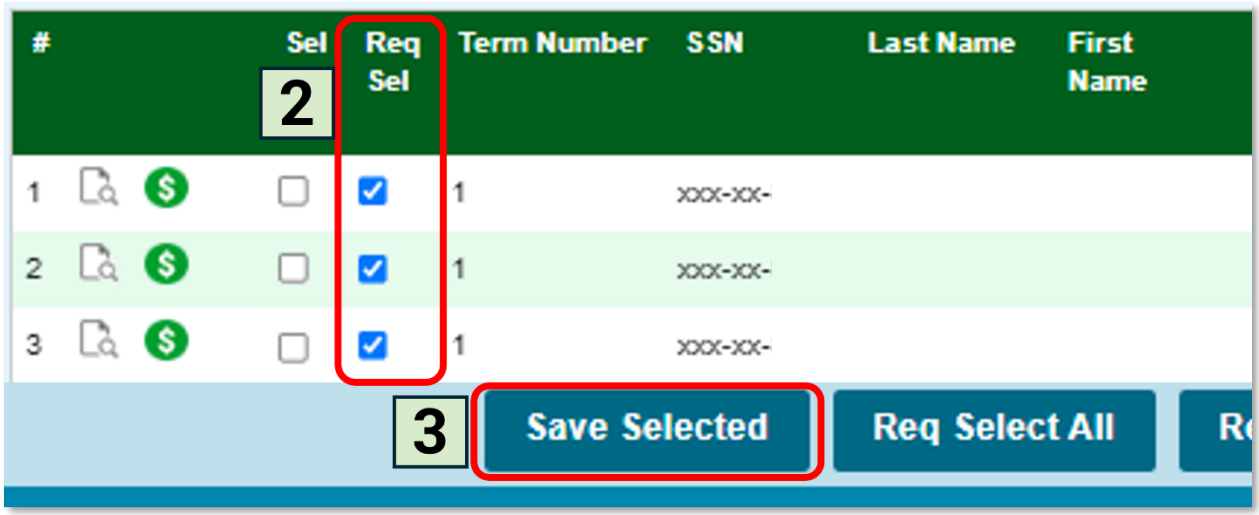
Batch Benefit Request

Batch requests can be made by selecting students from the **Student Benefit List: View** screen and then using the **Benefit Request Entry** tab (best for large batches of students). This method of batch submission creates benefit requests in Update status for every student/transaction that has the Req Sel checkbox checked on the Student Benefit List.

After generating the benefit requests, the checkbox is removed. This allows schools to check large numbers of students under the same circumstances and generate benefit requests for them all at once.

To input student information needed to generate multiple student benefit requests:

1. Click on the **Benefit** tab in the IVG program.
2. Next to each student that will be included in the batch benefit request, click the **Req Sel** checkbox next to the students' names.
    a. **Note** – The Filtering and Viewing Options can be used to generate lists of specific students to help with this process.
3. Click **"Save Selected"** at the bottom of the screen.
    a. **Note –** this will cause the system to auto select all terms for any student for which one term was Req selected. This will not cause an issue with requesting benefits; it simply is a failsafe to make sure all currently active terms will be available for benefit requests.



4. Click on the **Benefit Request Enty** tab.

5. Select the **Term** from the drop-down menu. This sets the term the Benefit request is being made for ALL students in this request. Defaults to 1 and only options that are open for benefit request and that apply to this school are shown.

    a. If needed, **IVG Codes** must be changed from the Student Detail: Benefits screen for each student before creating a benefit request. For schools with only 1 IVG code, this field cannot be changed.

6. Complete the following fields for each student:

    a. The **Request** drop-down allows you to select the Benefit option. Only benefit and cancellations can be made from this screen. Holds and Deletes can only be completed using the Individual Benefit Request method. This ensures that these actions are performed with care and prevents accidental benefit cancellations.

    b. **Enrollment Hours** – Enter the total number of hours in which the student is enrolled for the term, exactly as they would appear on the student's transcript. Fractions of a credit hour are acceptable, such as .25, 7.2, 12.5, etc., and there is not a minimum or maximum number of hours that are allowed.

    c. **In-District Tuition & Fees** – Enter the total dollar amount of the indicated fees.

        - When students that are utilizing Chapter 33 (Post – 9/11 GI Bill) Benefits schools should enter the amount of tuition and mandatory fees eligible to be covered by IVG after Post-9/11 GI Bill benefits have been applied by the school.

    d. **Out-of-District Tuition & Fees** – Enter the total dollar amount of the indicated fees.

        - A system-calculated total of In-District and Out-of-District Tuition and Fees will appear in the **Requested Amount** field.

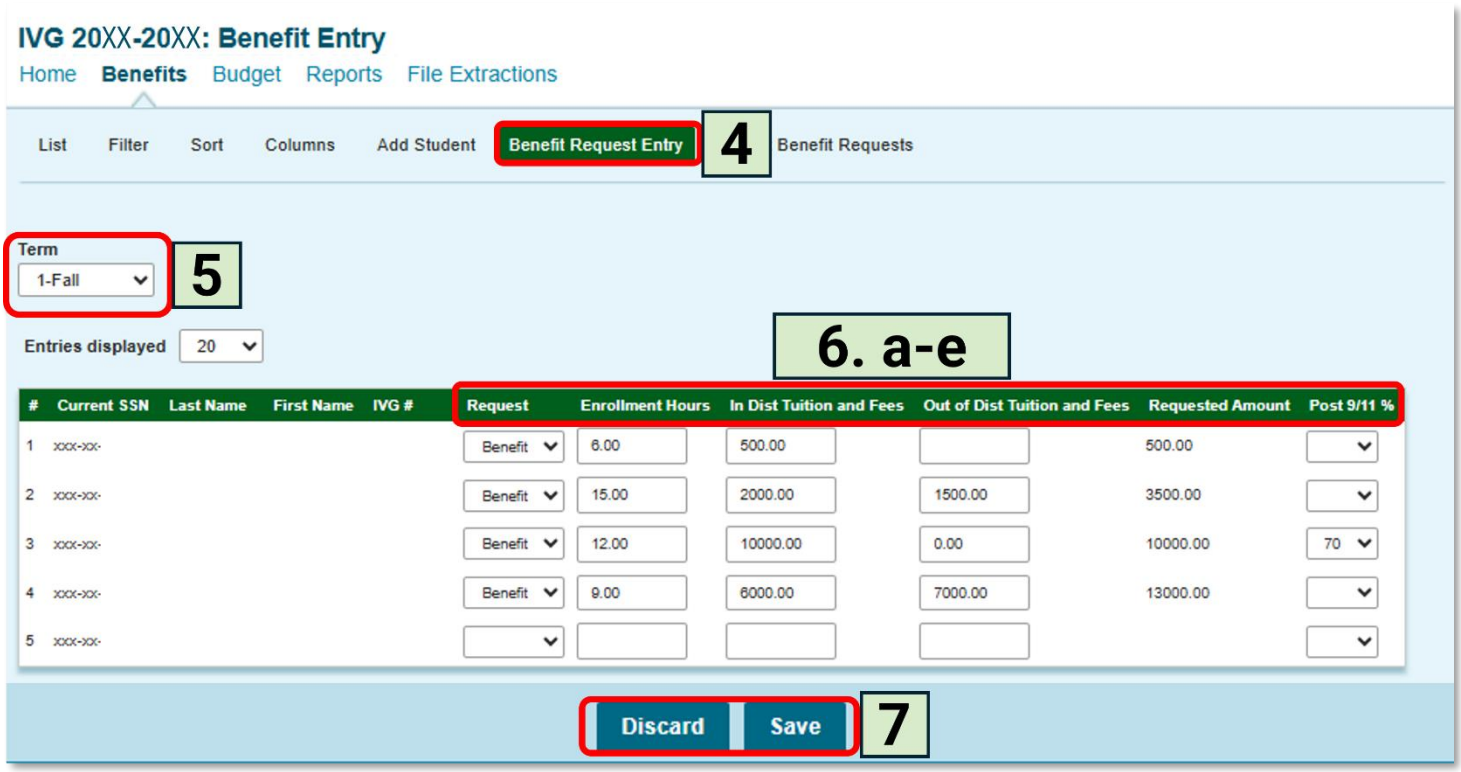
    e. **Post 9/11 GI Bill%** – If applicable, select the percentage of the student's Post 9/11 GI Bill eligibility from the drop-down menu. Options include: 40, 50, 60, 70, 80, 90.

        - Schools should select the Post-9/11 GI Bill eligibility level confirmed by the VA.

        - For ISAC purposes, this is only used to determine the percentage for the IVG proration calculation to determine the number of IVG units being used when combining benefits with the Post-9/11 GI Bill.

- There is not a 100% option; units are not prorated for students at the 100% eligibility level.

7. After completing the needed fields above, click **Save** or **Discard**. After clicking Save, a message will appear stating: **Successfully saved changes!**



8. The final step of the process is submitting the request. See the Submitting Benefit Requests section for more information on this process. Benefit requests are not processed until they are submitted.

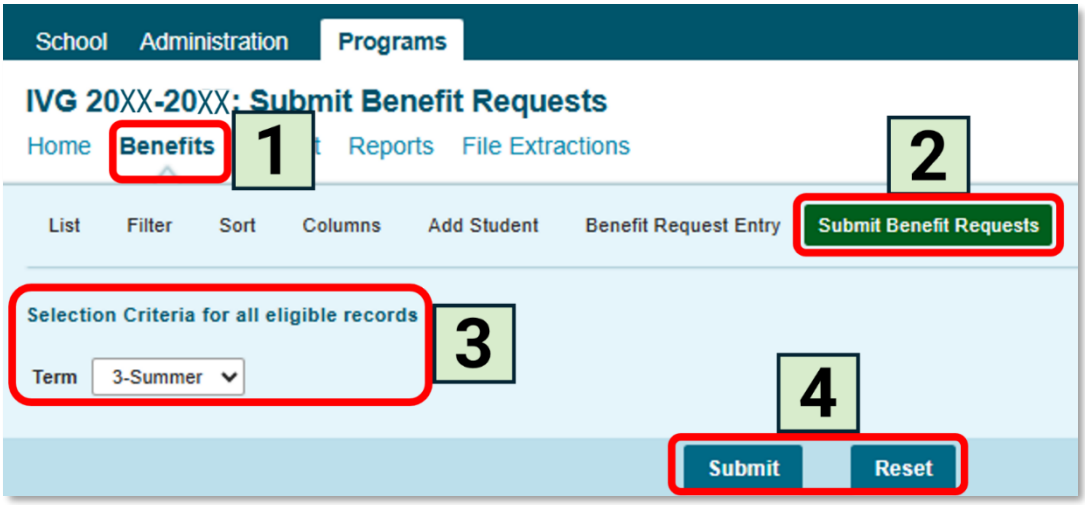
a. Note: The status of a student's benefit request can be viewed in the "Status" section on the **Student Benefit List: View** screen or the the **Student Detail: Benefits** screen.

- **P** – Processed
- **S** – Submitted
- **U** – Updated
- **L** – Processed Late

Submitting Benefit Requests

After generating benefit requests using either the Individual or Batch benefit request generation process, benefit requests must be submitted to complete the process.

1. In the IVG program, click the **Benefits** tab. The **Student Benefit List: View** screen displays.
2. Click on the **Submit Benefit Requests** subtab.
3. Select the **Term** for which benefits are being requested.
4. Click **Submit** to submit benefit requests or click **Reset** to remove selections.
5. Once benefit requests are submitted correctly, a message will display indicating how many benefit requests were submitted – **Benefit Submitted for X Records**. Submitted benefit requests are processed on the same business day they are submitted. Processing results are typically available for viewing the following business day.



6. Results of benefit requests can be viewed in a few ways:
    a. Student Benefit List: View Screen
    b. Student Detail: Benefits screen
    c. Benefit Results report in the Reports tab.

Chapter 33 (Post-9/11 GI Bill) Benefit Considerations

Students may choose to combine their IVG benefits with other military education benefits through the U.S. Department of Veteran Affairs (VA), including Chapter 33 (Post-9/11 GI Bill benefits). Chapter 33 pays tuition and mandatory fee benefits directly to the institution and has specific rules when combined with other programs that also cover tuition and fees. Typically, rules require that other programs specifically designated for tuition and mandatory fees should be first payer and then VA then provides benefits for remaining approved charges.

To maximize student's military benefits, the VA approved a waiver request from ISAC to allow Chapter 33 to be first payer when combined with IVG, and guidance has been provided in IVG administrative rules.

Section 2733.40 Institutional Procedures

b) If a student is eligible for and has indicated to the institution the intent to receive educational assistance through, the Post-9/11 GI Bill (38 USC, Chapter 33), the institution must first apply Post-9/11 GI Bill benefits to the student's financial aid award. IVG benefits can then be used to cover the remaining IVG eligible tuition and mandatory fees.

The IVG system multiplies the number of credit hours the student is enrolled in by the system-calculated IVG percentage, and the results are converted to eligibility units using the chart found in the program rules.

Example: the school indicates that a student is at the 60% eligibility level for the Post-9/11 GI Bill benefit, the system determines that IVG is covering 40% of the tuition and mandatory fees

Important Notes

- Due to VA eligibility rules, there may be situations when not all courses/charges will be covered by Post-9/11 GI Bill benefits, and, therefore, IVG may end up covering more than what would be expected based on the VA eligibility percentage.
    - There is no option to adjust the percentage amount accordingly, and the tuition and fees reported in GAP Access should be the full amount of tuition and fees remaining after VA benefits have been applied, even if it's not consistent with the VA and IVG percentages.
- There is not a 100% eligibility level option in GAP Access, and units are not prorated for students with that level of Chapter 33 benefits.
- IVG rules require that tuition and mandatory fees be waived for eligible recipients, so anything not covered by the VA in these types of situations must be covered by IVG.
- Students that received IVG Benefits before July 2020 may fall under different regulations. See the administrative rules for prior years to determine proper procedure.

File Transfer Protocol (FTP) Process for Benefit Requests

In addition to the individual and batch benefit generation methods available in the IVG system to submit IVG claims, schools can also submit benefit requests by using the File Transfer Protocol (FTP) process, which is a standard for sending files over the Internet. Schools use their own system to create a 160-byte flat file, password-encrypt the file, and transfer the file to ISAC via a secure FTP website. The FTP Process Using GAP Access Credentials Guide shows how to upload files and use the FTP system.

Schools that utilize ISAC's File Transfer Protocol (FTP) processes for the IVG Program through ISAC's File Transfer System, must have GAP Access IDs and passwords to log in to the secure file transfer system. A GAP Access administrator must grant access privileges for any school users that will be using the secure transfer system.

To use the FTP process:

1. Schools create a 160-byte flat file. The 160-byte flat file used to exchange IVG data is simply a text file. It can be created with Notebook or Microsoft Word or any other program that can create a flat file that has 160 columns across each row. Each row accounts for each individual record. Every column or set of columns should contain a specific data element and will be populated depending on the use of the file.

    a. The most recent IVG 160 Byte File Layout Specification can be found in the Electronic Tools section of the ISAC website. These should be reviewed while preparing a file for uploading.

    b. The different record types that are used are as follows:

    - **U** – IVG Cumulative Benefit Results to the School
    - **S** – Eligibility Status records to the school
    - **V** – Benefit Requests Records from the school
    - **B** – IVG Benefit Results to the school

2. After populating the file with data, it is important that the 160-byte file be saved as a text file and that the file name has the extension of .txt.

    a. **Example: ivgpayreq_999_010111.txt**

3. Next, copy the file to ISAC's secure FTP site. **Files do not need to be encrypted or password protected.** To access ISAC's FTP site see: **https://transfer.isac.org/**

4. Log in using your GAP Access credentials. If a user needs to gain access to the FTP site, see the Program Access & Privileges section.

5. Navigate to the Secure Folders screen which will display your **School Folder** on the ISAC File Transfer System, identified by your institution's 6-digit US Department of Education school code.

6. Locate the IVG Subfolder. There are three folders within:

    a. **IN** – used when an institution needs to transfer a **file** to ISAC. (Note: you will not be able to transfer folders to the ISAC File Transfer System.)

    b. **OUT** – used to retrieve files that ISAC has made available to an institution.

    c. **TEST** – subfolder allows the transfer of test files only.

7. To upload a file, copy the file from where it was created in the local computer files to the **/IVG/IN** folder on the FTP site. There are three different methods to transfer the file:

    a. Double-click the file in the left pane.

    b. Single-click the file in the left pane to highlight it. Then drag and drop the file to the right pane.

    c. Right-click the file in the left pane and select Upload.

8. Once the file is transferred, close the browser tab or log out of the FTP site.

    a. ISAC will check for new FTP files each day to ensure that benefit requests are processed. Files received by 7:00 p.m. will be processed that night and benefit results will be available through the system on the next business day. Files submitted after 7:00 p.m. will not appear until the following business day. **Example:** A file submitted at 8:00 p.m. on Wednesday will not be processed until Friday.

Reporting Rejected Benefit Requests to Schools.

Schools will find rejected benefit requests along with all other benefit results on the **Benefit Results/Exception** report in the **IVG Reports: Eligibility Reports** area via GAP access in the IVG Program system. No separate notification will be sent.

Additional reports can also be created in the Reports: Eligibility Reports to assist in the reconciliation process. See the Creating Reports section for more information.

If no FTP submitted benefit results appear on the Benefit Results/Exceptions Report, then your requests may have been rejected prior to any records in that file being processed. Please check your file for the following before resubmitting:

- ✓ Confirm that the file name does not contain any spaces. Please follow the required naming convention example.
- ✓ Check the records on the file for the correct record length (160 bytes).
- ✓ Check the file for proper positioning of the data.

Creating Reports

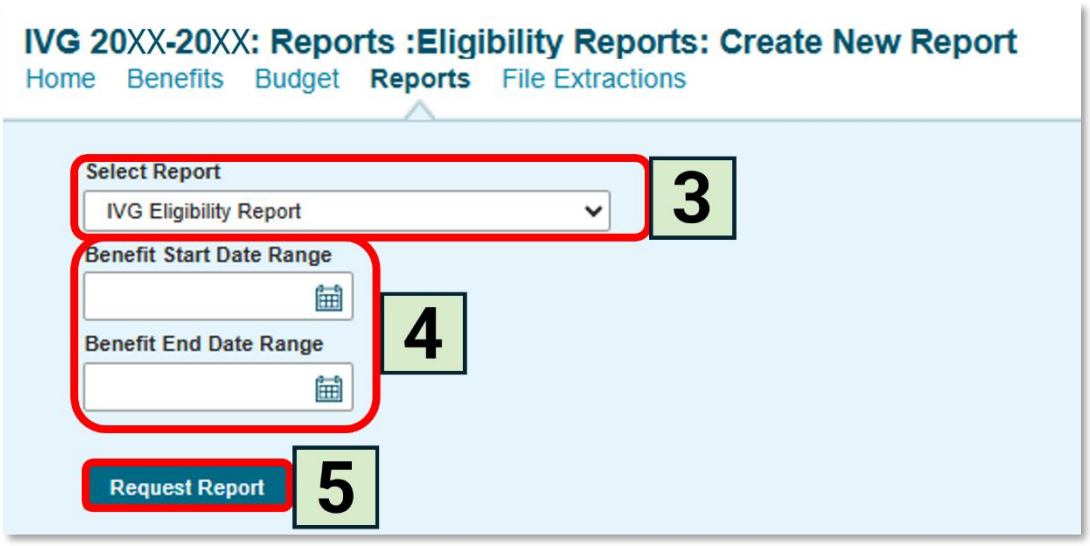
All benefit request results, for processing done through the IVG system and FTP, can be obtained at various stages in the benefit request process through system-generated reports. To create a report:

1. Navigate to the **Reports** tab in the IVG system.
2. Click on the **Create New Report** button.



3. Use the **Select Report** drop-down. Select the desired report:
    a. IVG Eligibility Report
    b. IVG Benefit Requests Not Submitted
    c. IVG Benefit Requests Submitted Without Results
    d. IVG Benefit Results
    e. IVG Benefit Exceptions
    f. IVG Cumulative Benefit Results
4. Data fields will then be provided to allow you to enter start and end dates for the report. The date fields are optional fields, and if left blank, the report will be cumulative.

5. Click on the **Request Report** button.

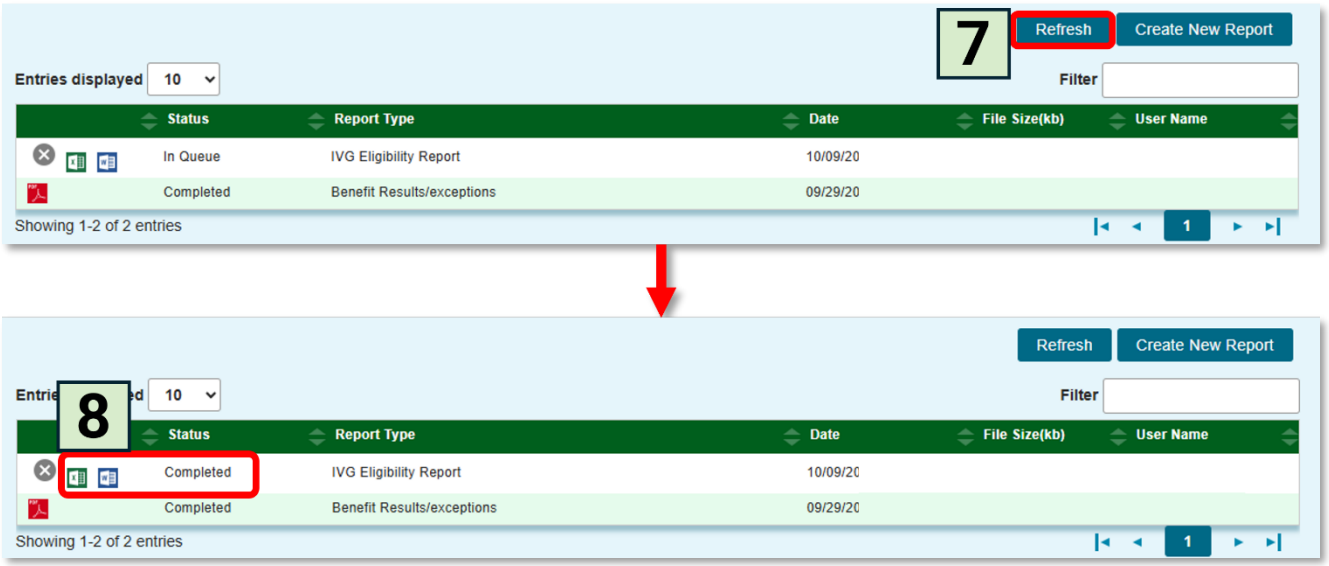


6. After requesting a report, you will be returned to the **Reports** screen where a list of reports that have been or are being generated for your school will be provided.

7. Click the Refresh icon, if necessary, until the status reads completed.

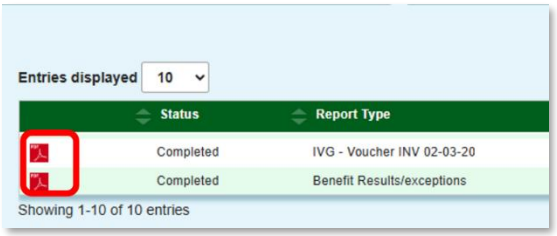
8. Click the Microsoft Excel or Microsoft Word icon to view the report.

9. To print the report, select the printer option on the menu bar of the Excel or Word application.



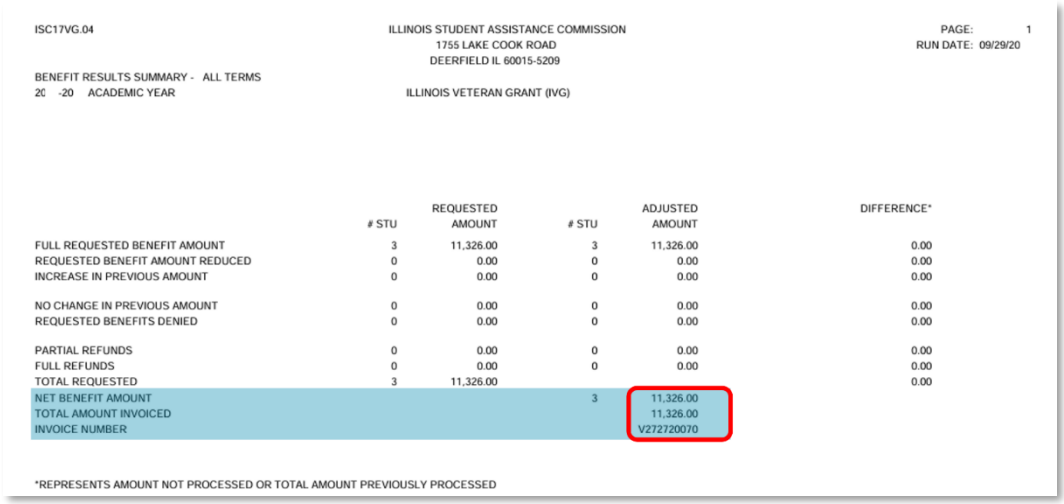
ISAC Generated Reports: IVG Benefit Results/exceptions Report

Benefit Results/exceptions and **Voucher** reports are generated by ISAC after a school's benefit request has been processed. These results will appear on the **Reports: Eligibility Reports** screen and can be accessed by clicking on the pdf icon next to the report. Please note that these may not be available until the next business day after submitting a request.



The last page of the **Benefit Results/Exceptions Report** provides invoice information, including amount invoiced by the school and the invoice number.

- The invoice number will be referenced on the voucher authorizing benefits.
- The invoice information is located on the last page of the **Benefit Results/Exceptions Reports**, including the amount invoiced by the school and the invoice number.



ISC17VG.04

ILLINOIS STUDENT ASSISTANCE COMMISSION
1755 LAKE COOK ROAD
DEERFIELD IL 60015-5209

PAGE: 1
RUN DATE: 09/29/20

BENEFIT RESULTS SUMMARY - ALL TERMS
20 -20 ACADEMIC YEAR

ILLINOIS VETERAN GRANT (IVG)

	# STU	REQUESTED AMOUNT	# STU	ADJUSTED AMOUNT	DIFFERENCE*
FULL REQUESTED BENEFIT AMOUNT	3	11,326.00	3	11,326.00	0.00
REQUESTED BENEFIT AMOUNT REDUCED	0	0.00	0	0.00	0.00
INCREASE IN PREVIOUS AMOUNT	0	0.00	0	0.00	0.00
NO CHANGE IN PREVIOUS AMOUNT	0	0.00	0	0.00	0.00
REQUESTED BENEFITS DENIED	0	0.00	0	0.00	0.00
PARTIAL REFUNDS	0	0.00	0	0.00	0.00
FULL REFUNDS	0	0.00	0	0.00	0.00
TOTAL REQUESTED	3	11,326.00			0.00
NET BENEFIT AMOUNT			3	11,326.00	
TOTAL AMOUNT INVOICED				11,326.00	
INVOICE NUMBER				V272720070	

*REPRESENTS AMOUNT NOT PROCESSED OR TOTAL AMOUNT PREVIOUSLY PROCESSED

- Once ISAC processes a benefit request and sends it to the State Comptroller's Office, the report will appear with the following information: **Voucher No.** and **Voucher Date,** along with an **Invoice No.** and **Invoice Date,** which will be the same number referenced on the voucher from the State Comptroller's Office, authorizing benefits.
- **IVG – Voucher INV 00/00/20XX**: At this time, the **Warrant No.** and **Warrant Date** fields on the report will be blank.
- Retain a copy of the report for each benefit request submitted. The invoice number can be matched with the voucher and the funds received from the State Comptroller's Office.

Benefits Results & Expanded Reject Codes

Benefits Results Codes

Code	Description
*	Benefit processed – no reported exception
A	Ineligible due to conflict
B	Benefit increased
C	Benefit decreased
F	Full IVG Units already used
H	Benefit already processed for your school for requested term, or no change to benefit amount or units.
I	Benefit reduced, amount requested is greater than term award.
J	Ineligible for Benefit. Application not approved.
K	Ineligible for Benefit due to Stafford loan default status per ISAC.
N	Benefit already processed for term at another school.
T	With this Benefit, student attains 120 IVG Unites. Student will no longer be eligible for IVG Benefit.
U	Change in Benefit was requested; record indicates that no prior Benefit has been made for this term.
W	IVG units increased due to change in enrollment hours. No change to amounts.
X	IVG units decreased due to change in enrollment hours. No change to amounts.

Expanded Reject Codes

Code	Description
1	Data edit error. Reject Code 1 is further defined by the following Expanded Reject Reason codes: • **1E** – Benefit Request Code is Invalid; not P or C or is blank. • **1G** – Invalid Post-9/11 GI Bill % • **1L** – Record submitted by non-approved school. • **1T** – Term enrolled invalid or blank. • **1U** – In District Tuition or Out of District Tuition or Fee amount is invalid or blank. • **1V** – College Year invalid; year provided not currently being process, is blank or not numeric.
T	Benefit was reduced to not exceed maximum allowable tuition and fees.