



Problem Resolution Schools and Libraries Program

Program forms submitted manually to USAC must meet Minimum Processing Standards. If a manually submitted form or certification fails Minimum Processing Standards, it will be rejected and returned to the submitter. If the form meets Minimum Processing Standards but cannot be data entered for other reasons, it enters a phase of processing called "Problem Resolution."

During Problem Resolution, a representative of the USAC Problem Resolution Team will attempt to contact the contact person identified on the form to obtain the information necessary so that data entry can be completed. The representative may request additional documentation or ask questions specific to the form.

USAC strongly recommends that you have copies of all the forms you submitted to the USAC readily available, as well as any documentation you used in order to complete the forms (such as billing information, contracts, or information about entities receiving service). This will aid in your discussion if the Problem Resolution Team contacts you.