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E-Rate Systems Consolidation Kickoff

E-Rate Program Participant Webinar

September 26, 2023

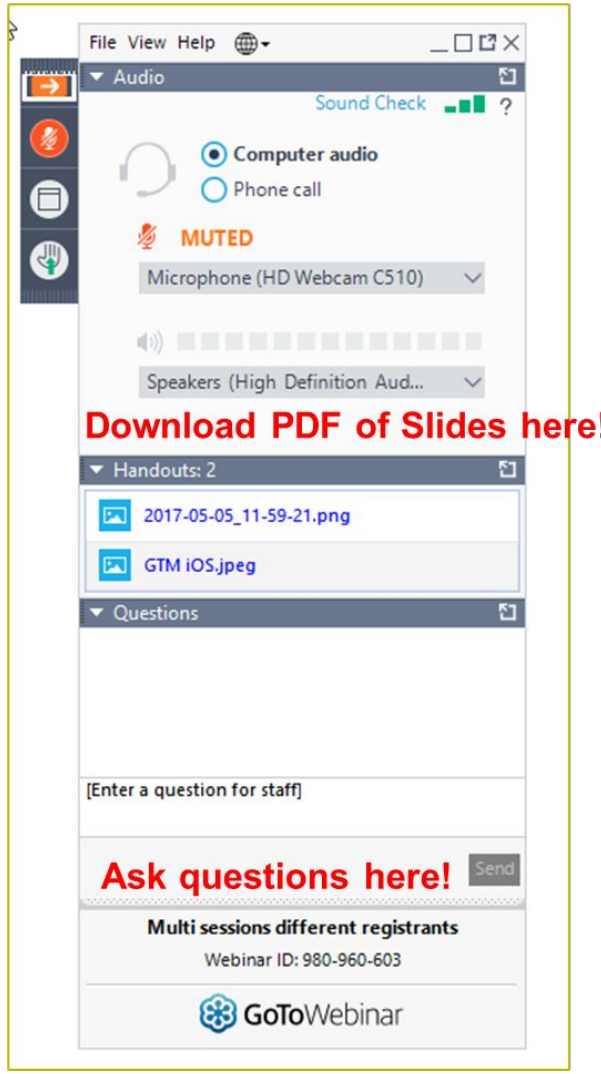
Universal Service Administrative Co.

Disclaimer

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support.

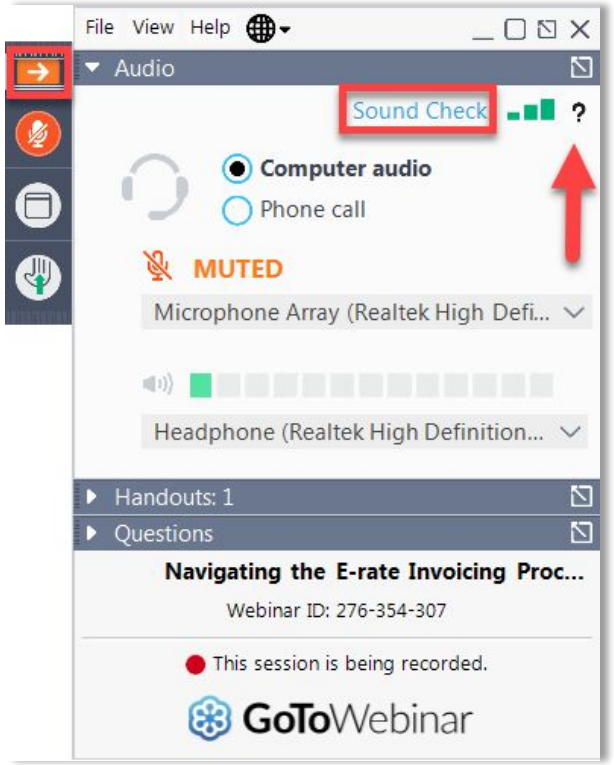
Housekeeping

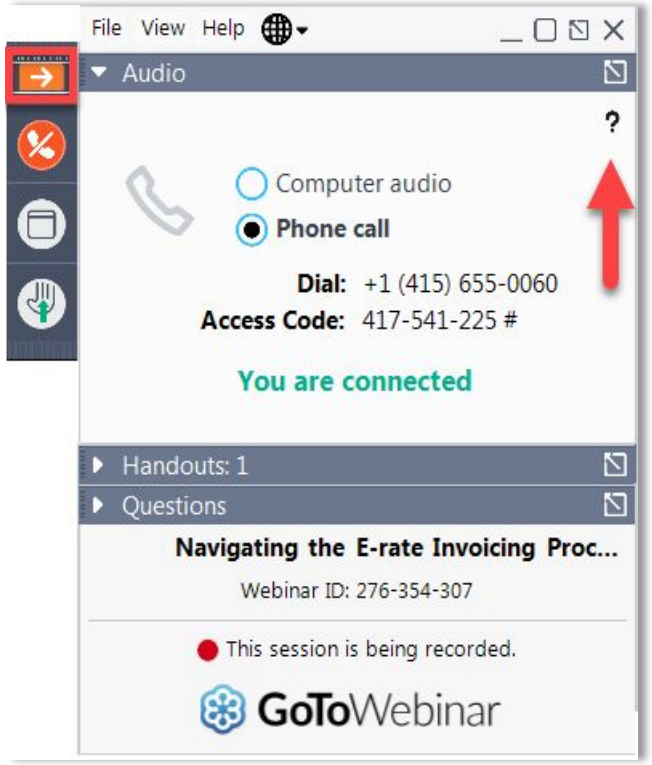
- Audio is available through your computer's speakers.
- The audience will remain on mute.
- Enter questions at any time using the "Questions" box.
- If your audio or slides freeze, restart the webinar.
- A copy of the slide deck is in the "Handouts" section of webinar panel.



Housekeeping – Technical Issues

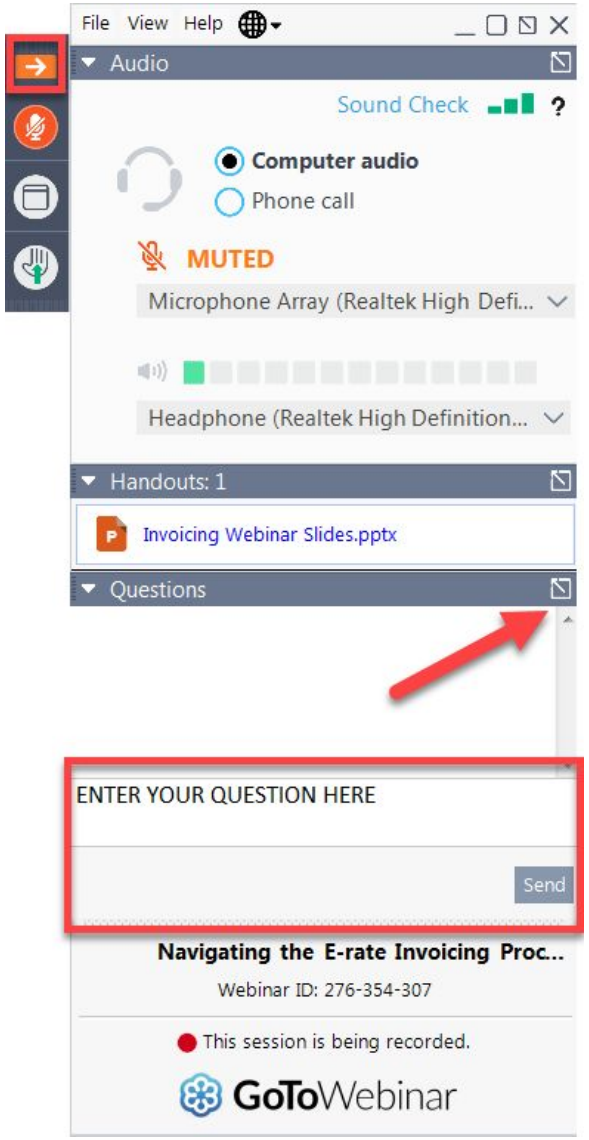
- Use the “Sound Check” link and click question mark icon for audio help.
- Exit webinar and click the check system requirements link in the event confirmation email to determine whether your computer meets the requirements to see and hear the webinar.
- If issues persist, call 833-851-8340 to troubleshoot with GoToWebinar.





Housekeeping Q & A

- **There will be a live Q&A session focused on today's topics.**
- Tips for submitting questions:
  - Use the "Questions" box in your webinar control panel anytime during the presentation.
  - Click the box with the arrow above the questions box to expand it and see all written answers.
  - Write in full sentences.
  - Ask one question at a time.
  - Ask questions related to webinar content.



E-Rate Customer Service Center (CSC)

Call us at (888) 203-8100

Monday – Friday 8 a.m. to 8 p.m. ET

Create a customer service case in the E-Rate Productivity Center (EPC):

1. Log in to EPC.
2. Select the **Contact Us** link from the upper right menu on the landing page.

MEET THE TEAM

Pam Lloyd

Senior Manager | E-Rate

Catherine Willis

Senior Director | E-Rate

Agenda

- Schools and Libraries Legacy Invoicing (Current Process)
- What is E-Rate Systems Consolidation?
- Future E-Rate Invoicing Process
- How We Will Support You
- Resources
- Q & A

Schools and Libraries (SL) Legacy Invoicing

Current Process: SL Legacy Invoicing

The current process:

- Invoices are submitted and processed in the SL Legacy system.
- Invoicing outreach and communications are conducted via email.
- Extensive use of paper communication.
- Submitter must contact the Customer Call Center regarding invoice inquiries.

What is E-Rate Systems Consolidation?

What is E-Rate Systems Consolidation?

The consolidation of **E-Rate Invoicing** capabilities from the SL Legacy systems into the **E-Rate Productivity Center (EPC).**

After We Consolidate SL Legacy Systems

- All invoices will be submitted via EPC.
- All outreach conducted via EPC.
- Invoice notifications received via EPC.
- SL Legacy system will not be used for invoicing.

Future E-Rate Invoicing Process

Future E-Rate Invoicing Process - Systems Consolidation

Moving invoicing from the SL Legacy system to EPC, will improve the E-Rate user experience.

- A cleaner, more intuitive invoice submission process.
- Discount rate is automatically calculated.
- Allows supporting documentation to be included during invoice submission.
- May reduce the need for outreach.
- Invoicing Outreach requests will be sent/received via EPC.
- System notifications and reminders when action is required will be received through EPC.
- Additional tools and reports to obtain invoicing details and statuses.

Scope of Change

Changing

- EPC user interface replaces the SL Legacy user interface.
- Notifications about invoice submission status are delivered to your **News Feed** in EPC.
- Inquiries from USAC about your Invoice Submissions are available via EPC.
- Replies to outreach (including providing attachments) in EPC.
- Funding Year 2015 and earlier invoices will be submitted via customer service case.

Not Changing

- E-Rate Invoice program processes and rules remain the same.
- Information and documentation submitted remains the same.
- Eligibility of equipment and services is the same.
- Disbursements will continue to be made twice a week.

How We Will Support You

How We Will Support You

To ease the learning curve, USAC has created a multi-pronged plan to support you throughout the E-Rate systems consolidation, including:

- Invoicing Webinars
  - E-Rate Systems Consolidation Kickoff (today's webinar)
  - Training Launch Webinar (10/4)
- Interactive eLearning Modules (eLMs)
- A series of office hour sessions after you've completed the eLMs
- Website updates

Electronic Learning Modules (eLMs)

A new addition to the E-Rate learning tools.

- New Learning Format.
- Interactive Learning Tool.
- Focused on EPC invoicing concepts.
- Available on demand and self-paced.
- Comprise aspects that appeal to different learning styles:
  - Kinesthetic - learn by doing;
  - Visual - learn by seeing/reading; and
  - Auditory - learn by hearing.
- Include Job Aids with key concepts and reminders that can be downloaded or printed.

Office Hour Sessions

Ask our subject matter experts (SMEs), any questions you have after completing the eLMs.

- Submission of FCC Form 472 (BEAR) and FCC Form 474 (SPI and ESPI) forms.
- How communication is sent and received based on the EPC users' permission levels.
- New reports and tools that empower you to obtain invoice status details.
- Specific to FCC Form 472 (BEAR) and FCC Form 474 (SPI) filers.

Website Support

- We will continue to update the website to support your learning.
- Practice filing invoices in our updated BEAR and SPI Training environments.
- Read our Special Edition **E-Rate Systems Consolidation** News Briefs

Training Plan Schedule

- 10/4 Training Launch Webinar
- 10/4 E-Learning Modules
- Office Hour sessions providing additional live support
  - Occurring throughout October and November
  - Separate sessions for applicants and service providers.
  - Invoicing Subject Matter Experts will answer live questions

Resources

- E-Rate Systems Consolidation Web Page
- E-Rate Learn Page
  - Videos
  - E-Rate News Brief
  - Special Edition News Brief: System Consolidation
  - System Consolidation News Brief
- E-Rate Announcements
- E-Rate Upcoming Dates

Housekeeping – Q&A

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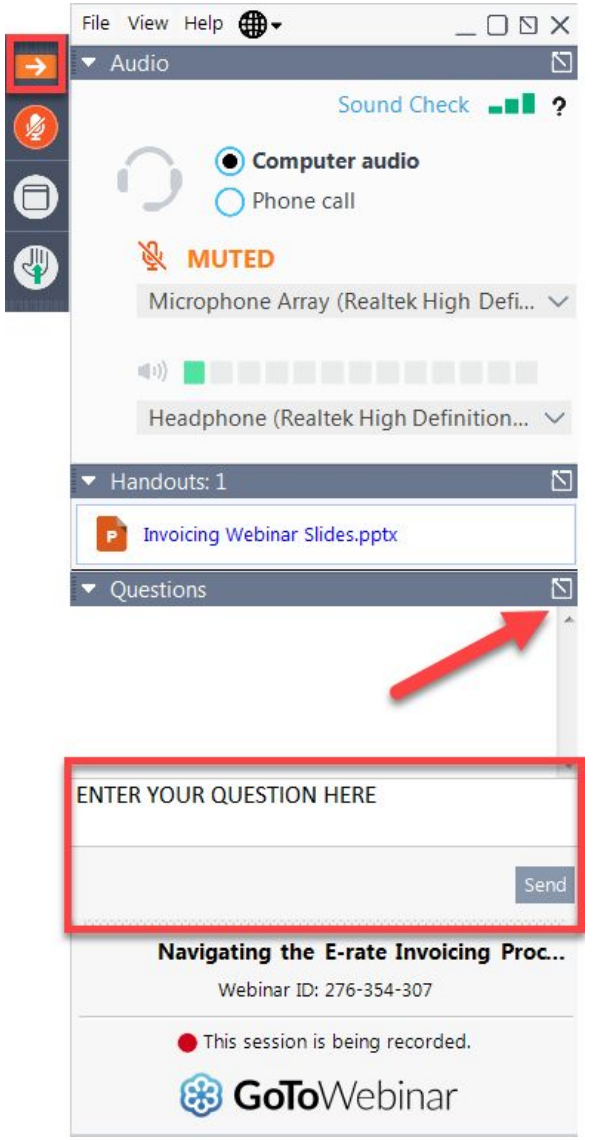

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Questions

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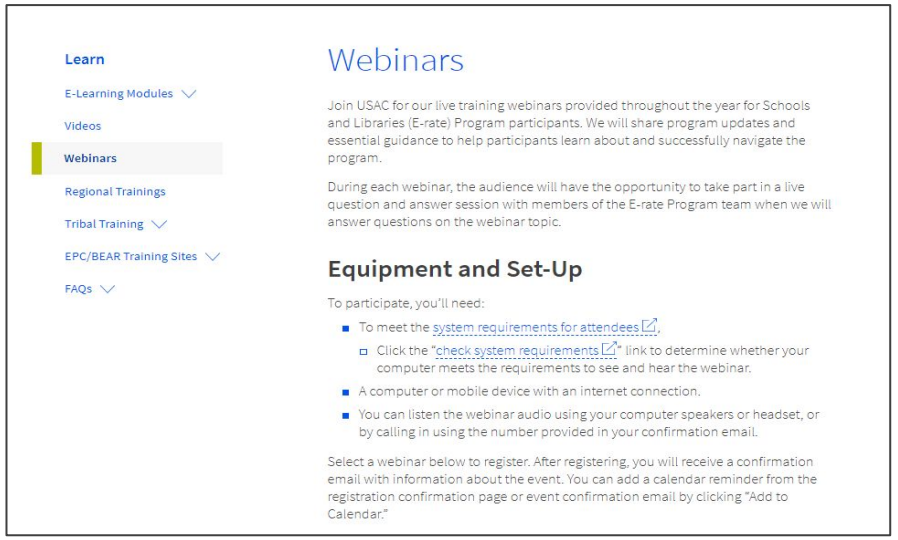
Upcoming Webinars

Check the E-Rate Webinars page for updates on future webinars.

For additional information subscribe to the E-Rate News Brief



Go to the E-Rate **Webinars** page for additional information.

Take Our Survey

- We want to hear about your webinar experience.
- A survey will appear on your screen at the end of the webinar.
- If you are not able to complete the survey today, one will be emailed to you within one to two business days.
- We appreciate your feedback!

Thank You!

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