**R. Gonzalez Management, Inc. (RGM)**

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**RGM MEMO**

DATE: August 13, 2018

TO: School Owners and Financial Aid Personnel

RE: DHS SAVE system Available

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Dear School Owners and Financial Aid Personnel,

RGM MEMO AUGUST 13, 2018

A follow up Electronic Announcement was posted today, announcing that the DHS-SAVE System is available for schools to submit third step verification requests. Earlier this year there were issues that have been resolved. There remain a few circumstances under which the “No records found” error may continue to appear after entering the identifiers for students for whom the institution has received an ineligible second step response. FSA and DHS have identified the issue and expect to have it resolved in the next several weeks. If the “No records found” error message appears after entering the student’s DHS verification number correctly, and the DHS verification number was created more than 2 months ago, send the DHS verification number to the email below, for the purpose of generating a new DHS verification number of a successful secondary confirmation of the student’s status. Please read the Electronic Announcement for more details.

Please copy and paste link to your browser:

<https://ifap.ed.gov/eannouncements/081318DHSSAVESysAvail4SchSubmitThirdStepVerifi.html>

Email Address to email for DHS verification number:

[applicationprocessingdivision@ed.gov](mailto:applicationprocessingdivision@ed.gov)