



*Helping Keep Americans Connected*

## **Schools & Libraries – Common Errors that Lead to Denials**

### **Pre-Application Process and the Form 470**

- Will your Technology Plan cover the entire upcoming funding year (July 1 to June 30)?
- Does your Technology Plan contain the five required elements?
  - Clear goals; Professional development strategy; Needs assessment; Evaluation process; Sufficient budget
- Do not allow a service provider to fill out your Form 470. A service provider that is a bidder cannot be involved in the preparation or certification of your Form 470.
- Did you identify the correct category of service? If you do not request the service, you cannot receive discounts on it.
- If you are requesting a multi-year contract, is this indicated on your Form 470 Item 7b?
- Did you certify your Form 470 prior to the close of the Form 471 application window?

### **Selecting a Service Provider and the Form 471**

- Did you create a bid evaluation matrix for the consideration of bids you received? Does this matrix make price the primary factor in the selection of a service provider?
- If you only received one bid, did you document this in an email or dated memo?
- Did you retain all documentation associated with the competitive bidding and service provider selection processes?
- Did you wait at least 28 days from the posting date of your Form 470 to file your Form 471?
- Did you certify your Form 471 within the filing window?
- Did you review the current Eligible Services List and remove ineligible items from your requests?

### **Form 486 and Invoicing**

- Was your Technology Plan approved prior to filing your Form 486 and the start of service?
- Did you file your Form 486 within 120 days of the date of your Funding Commitment Decision Letter (FCDL), or 120 days after your Form 486 Service Start Date, whichever is later?
- Did you file your Form 486 prior to submitting invoices?
- Did you invoice only for services that were approved on your Form 471 Item 21 Attachment?
- Can you provide invoices in support of the amounts claimed on the BEAR Form? Have you paid all invoices included on the BEAR Form in full? If your service provider is filing the SPI Form, have you paid your non-discount share?
- If you need more time to complete the delivery of services, or to invoice for the services delivered, did you file a service extension request or an invoice deadline extension request?

### **Appeals**

- Did you postmark your appeal within 60 days of the date of your FCDL?
- Did you clearly state that your letter is an appeal? Did you include supporting documentation and a brief write-up summarizing the issue? Did you keep a copy of the entire appeal for your records?

**For additional information, please use the USAC resources listed below:**

**Client Service Bureau:** (888) 203-8100

**Submit A Question:** [http://www.slforms.usac.org/EmailResponse/Email\\_Intro.aspx](http://www.slforms.usac.org/EmailResponse/Email_Intro.aspx)