Emergency Aid Disbursements

Overview

On rare occasions, students need to receive financial aid funds before the funds delivery date of the weekly disbursement cycle. In this case, departments can initiate emergency aid disbursements so the students can receive their refund checks prior to the regular delivery date.

The campus-wide guidelines detailed in this document are critically important for staff to follow. This is because emergency disbursements require the coordinated effort of several offices, and deviate from standard practices. Emergency disbursements are limited to situations when waiting for the next weekly batch disbursement would cause an intolerable hardship for the student. Some examples of emergency financial situations are:

- travel expenses because of family member death or sudden, serious illness
- medical emergencies where payment is immediately needed (i.e., to purchase medication)
- critical living expenses (imminent eviction, food or care for children, etc.)

Emergency Disbursement Process

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<th>Step</th>
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| 1    | Awarding Office   | A. Approve funding for the emergency situation and determines that the next disbursement cycle will create an unacceptable hardship for the student.  
B. Ensure the student has an active address in M-Pathways, which is required for any type of refund:  
  - If the check is to be mailed or delivered by Fed Ex, the student immediately should update his/her current (CURR) address via Wolverine Access to the address where the check should be mailed/shipped.  
  - If the student does not have an active address, he/she should be instructed to add it immediately via Wolverine Access.  
C. Enter the award into M-Pathways using the Award Entry/Manual component, which includes:  
  - Select the appropriate Disbursement Plan and Split Code.  
  - If 100% of the current term award will be disbursed as an emergency, changing the Charge Priority to EMERGNCY. |
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| 1    | Awarding Office                    | D. Email the emergency disbursement request to the Office of Financial Aid at sfps@umich.edu. Type “EMERGENCY DISBURSEMENT” in the email Subject line, and type the following information in the body of the message:  
  - Student's EmplID  
  - Student's name  
  - Financial Aid Item Type (FAIT) number  
  - FAIT amount  
  - Aid Year and Term for the specific amount being disbursed.  
  - Reason for emergency disbursement  
  - Appropriate distribution instructions for the Cashier's Office:  
    - Student pick-up  
    - Mail to the student (provide address)  
    - Fed Ex to the student (provide address)  
    - Hold at Cashier's Office for department pick-up.  
  You must present staff ID and copy of Emergency Disbursement email to have the funds released to departmental staff. |
|      |                                    | Notes:  
  - All disbursement rules assigned to the FAIT will be overridden.  
  - A sample email is on the following page. |
| 2    | Office of Financial Aid (OFA)      | A. Completes an on-line “Disbursement with Overrides.” A comment is added to the student’s financial aid record to document the disbursement override request.  
  B. Sends a request to Student Financial Operations (SFO) for the emergency disbursement, and carbon copies the department with the email request so the department can notify the student of any specific instructions for receiving the funds. |
| 3    | Student Financial Operations (SFO) | Completes a “Quick Refund” so the Cashier’s Office can issue the emergency check. Additionally, SFO forwards the email message to the Cashier’s Office for checks distributed via Mail, Fed Ex, and departmental pick-up. |
| 4    | Cashier’s Office                   | Issues the emergency check when the student arrives to pick-up the check or based on the instructions provided in the OFA email. |
| 5    | Awarding Office                    | Informs the student of any specific instructions for receiving the funds (such as, pick-up location and office hours, how and where to negotiate the check, etc.). |

Questions? Email the Office of Financial Aid at sfps@umich.edu.
SAMPLE OF
DEPARTMENT EMERGENCY DISBURSEMENT EMAIL

Date: May 23, 2005
From: Mary Smith
To: sfps@umich.edu
Subject: EMERGENCY DISBURSEMENT

12345678 Robert Pstrain (rpstrain)*
738000000125 $250

Fall 2005
Student needs to cover traveling expenses to go home for a family emergency.
Student will pick up the check at the Cashier’s Office.

* Only include uniqname if you want the student to be notified.