



RLF Portal Training Global Knowledge Base Questions & Answers

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Training, Support, Access, and Login

Question: Where can we find a copy of the RLF Portal training presentation?

Answer: The recording and slides from the RLF Portal training can be found in the RLF Portal Help tab. Once logged into the RLF Portal, click **Help**, **Libraries**. You are also invited to view the training tutorial video published on YouTube at: <https://www.youtube.com/watch?v=u78DhZyD-VE>.

Question: Do we need to schedule an appointment for RLF Portal office hours?

Answer: No, no appointment is needed for office hours. Our team is available to help RLF Recipients and Operators get up-to-speed using the RLF Portal to prepare and submit RLF Financial Reports during office hours and you may request individual assistance with submitting your Financial Report online through the RLF Portal via email at salesforcesupport@eda.gov. EDA offers a variety of open office hours with training demonstrations followed by open Q&A sessions. Refer to the updated schedule for RLF Portal office hours and join as needed.

Question: When do we get access to the RLF Portal?

Answer: All RLF Recipients with an RLF Financial Report due by September 30, 2021 should be able to login into the RLF Portal by the end of August 2021. Follow the steps provided in the Welcome Email from Salesforce that includes your first time RLF Portal login credentials. If you have an RLF Financial Report due by September 30, 2021 and you are not yet able to login to the RLF Portal, please email salesforcesupport@eda.gov to request assistance with RLF Portal access.

Question: We have not received login information for the RLF Portal, but our next report is not due until after September 30, 2021. Will we receive the login information later in the year?

Answer: Yes. All RLF Recipients with an RLF Financial Report due by September 30, 2021 should be able to login into the RLF Portal by the end of August 2021. If you need help accessing the RLF Portal, please email salesforcesupport@eda.gov. However, RLF Recipients with an RLF Financial Report due after September 30, 2021, will be invited to activate their RLF Portal account in September or October.

Functionality of the RLF Portal (and Salesforce)

Question: Are we set up to receive email notifications from the RLF Portal for the various stages of reporting (as in, will we receive an email notification if our RLF Plan is Returned for Correction, or any other step that needs our attention)?

Answer: Yes, the RLF Portal has been configured to send email notifications alerting Recipients of the various stages of RLF financial reporting that requires attention as well as RLF Plans and Corrective Action Plans. Please be sure to notify your Regional RLF Administrator if there are any updates needed for your RLF contact details or user accounts. You can toggle on and off the system generated notifications by navigating to Profile, My Settings.

Question: There is some loan software that will talk to the RLF Portal (i.e., share data with Salesforce). Will this functionality be available with the RLF Portal?

Answer: EDA is still exploring Web Services Description Language (WSDL) software that will allow RLF Recipients to import portfolio loan records directly into the RLF Portal, powered by Salesforce. Unfortunately, that functionality is not currently available. EDA has already pre-loaded many active loan records from previous RLF Financial Reporting period, though we understand there may be a need for additional support for RLF recipients with a substantial number of active loans. All RLF recipients can manually create and edit

portfolio loan list (PLL) records in the RLF Portal. For those RLF recipients that need to load 20 or more PLL loan records, EDA can help with bulk loading these loan records into the RLF Portal. To request assistance with bulk upload of loan records, please email salesforcesupport@eda.gov.

EDA RLF Award Information

Question: Will award disbursement requests be submitted through the RLF Portal, powered by Salesforce?

Answer: No, you must email your Regional RLF Administrator directly for award disbursement requests (drawdowns), Federal Financial Reports (Form SF-425), and progress reports.

Question: Will legacy RLFs that have been “de-federalized” appear in the RLF Portal?

Answer: Yes, inactive RLFs, including “de-federalized” RLFs, will appear in the RLF Portal, but “de-federalized” RLFs will appear as inactive in the RLF Portal, while active RLFs will be indicated with a checkmark in the active field on the RLF record.

Question: Is the RLF Portal only for those RLFs that have been “de-federalized?” Or is the RLF Portal for all RLFs?

Answer: EDA’s new RLF Portal is designed for all RLFs. All RLF recipients with an RLF Financial Report due by September 30, 2021, should be able to login into the RLF Portal by the end of August 2021. If you need help accessing the RLF Portal, please email salesforcesupport@eda.gov.

RLF Financial Report and Loan Information

Question: Are the PLL records in the RLF Portal associated with a loan borrower or with the Revolving Loan Fund award?

Answer: Records in the RLF Portal are interrelated with the Organization record and Revolving Loan Fund (RLF) record designated as the primary records in the RLF Portal. Lower-level records, including RLF Plans, Portfolio Loan Lists, RLF Financial Reports, Risk Ratings, and Corrective Action Plans are all associated with one specific RLF award.

Question: The PLL records for our legacy RLF Financial Reports appear to be the same as the PLL records for our CARES Act RLF Financial Report?

Answer: Yes, you may see inactive loans associated with your organization’s previous RLF Financial Reports in the RLF Portal as the previous Financial Report provides the datapoints that are duplicated and used to prepopulate the current report. Some of the loans in the previous Financial Report may have been released by EDA through de-federalization or be associated with a terminated RLF. Edit the current Financial Report to reflect the most up-to-date status and Submit. Previous reports and associated PLL records are used for historical reference.

Question: The RLF Portal dashboard seems to be overstating our RLFs, how do we correct inaccurate figures?

Answer: Contact your Regional RLF Administrator to request a correction for inaccurate figures and for all questions regarding your RLF dashboard totals.

Question: Will new CARES Act RLF awards be in the RLF Portal?

Answer: Yes, new CARES awards appear in the RLF Portal.

Question: Do we enter the information that we would have entered on the ED-209 RLF Financial Report in the RLF Portal? Or is the RLF Portal updated each reporting period using information from our submitted ED-209 RLF Financial Report?

Answer: The RLF Portal replaces the legacy RLF Financial Reporting (Form ED-209) submission process. You will update a pre-populated RLF Financial Report and PLL through the RLF Portal for each reporting period. You will no longer use the former ED-209 RLF Financial Report email submission process. The RLF Portal allows you to manage the entire Revolving Loan Fund lifecycle online to update, manage, and submit RLF Plans, RLF Financial Reports (with loan lists), and Corrective Action Plans. The RLF Portal does not replace the process for submitting Forms SF-270 or SF-425, which must be submitted via email to your RLF Administrator.

Question: Is there a way to view all PLL records for all of our RLFs?

Answer: Yes, your entire lending portfolio for all RLFs is visible through the RLF Portal. Each Financial Record has a Portfolio Loan List tab with your loans listed for that RLF Financial Report. In addition, RLF Financial Reports can be printed and saved. Please contact your Regional RLF Administrator if PLL records are not appearing for any of your RLF Financial Reports and for fields that are in view only mode. Edit all fields as needed to reflect the current status.

Question: If I create a copy or a test record in the RLF Portal, can those test records be deleted?

Answer: PLL records created as a copy or test record can be deleted in the RLF Portal as long as the RLF Financial Report is still in Draft status or Returned for Correction status. Click on the PLL record in the list view, scroll the cursor to the right, and a dropdown will appear with a Delete option.

Question: When we update loan balances in the PLL records, will we need to click each loan and edit them individually?

Answer: Yes, when updating existing PLL records, you will need to click into each loan and edit each loan individually. If you are adding new loan details, please create a new loan record. If you have over 20 loan records to edit or add and you want to request assistance with a bulk upload, please email salesforcesupport@eda.gov.

Question: On the loan repayment screen for new loans, does the RLF Portal require me to break down the loan payment of principal and interest because it changes every month?

Answer: Yes, you need to provide all the current details for each loan including the loan payment schedule, principle, and interest as of the date the loan record is edited. Within the fields for each loan record of the Portfolio Loan List, there is a field for Loan Payment Amount (which is assumed to be constant, whether due monthly, etc., and would not change between reporting periods, unless a loan is modified) and fields for Principal Repaid and Interest Paid, which would be updated for each RLF Financial Report using the amount paid along with the date entered for Loan Status Date. These are the same fields that were reported to EDA from 2018 through 2020 using the ED-209 Portfolio Loan List spreadsheet file.

Question: My PLL records already contain all active loans. Are we only to put in new loans after the initial disbursement period?

Answer: For each RLF Financial Report in the RLF Portal, RLF Recipients need to input any new loans and edit existing loans (for example, loan status, amount repaid, etc.) to reflect the current loan status as of the reporting date. If you have more than 20 loans to edit and/or add, you are invited to request assistance with a bulk loan upload at salesforcesupport@eda.gov.

Question: Do we have to input PLL records for inactive loans (e.g., loans that have been paid in full)?

Answer: Loan information from the most recent RLF Financial Report was already loaded to the RLF Portal, which should include loans that were Fully Repaid, and all other loan status categories. Edit your loan records as needed to reflect the current status in the RLF Financial Report currently due.

Question: In the RLF Portal, should fully repaid loans show a Loan Principal Balance or should it be zero? Also do we keep the Loan Principal Balance at the amount outstanding when a loan is written off?

Answer: It is assumed that Fully Repaid Loans would have no Loan Principal Balance if it has been fully repaid, so the number would be zero. Any other values (positive or negative) would raise questions and cause an RLF Administrator to return a RLF Financial Report for corrections. For loans written off, the balance written off should be shown in the field for Loan Principal Balance, and the Loan Status Date would use the date of the write off. Please work with your RLF Administrator for any additional questions or unique situations.

Question: For new Portfolio Loan List records, how do we indicate if the loan interest rate is fixed or variable?

Answer: As EDA RLF loans are overwhelmingly made with fixed interest rates this is currently the only option available. EDA is exploring adding a field for a variable interest rate option.

Question: In the RLF Portal, should we create new PLL records for loans that have been approved but not yet closed?

Answer: PLL records should only be created in the RLF Portal for loans in repayment status; thus, loans approved but not yet closed should not be entered into the RLF Portal. The aggregate amount of loans that are not yet closed/disbursed as of the reporting date for the RLF Financial Report should be entered in the RLF Financial Report field RLF \$ Committed but Not Disbursed.

Question: Do we have to input our entire list of loans we have made since day one in the portfolio loan list each time?

Answer: Loan information from the most recent RLF Financial Report was already loaded to the RLF Portal, which should include loans that were Fully Repaid and other loan status categories. If the loan records do not appear in Salesforce, please contact your RLF Administrator.

Question: Does the recent reporting deadline extension apply to the narrative RLF Progress Report as well?

Answer: No, the recent reporting deadline extension only applies to the RLF Financial Report, which is collected through the RLF Portal. RLF Progress Reports should continue to be submitted via email to your RLF Administrator.

RLF Plans

Question: Have RLF Plans approved by EDA already been loaded into the RLF Portal, or does an RLF recipient need to enter or create in the RLF Portal the RLF plans previously approved by EDA?

Answer: RLF Plans were created in the RLF Portal for all RLFs active as of December 31, 2020. However, only a few key data points were prefilled. RLF Recipients must update their RLF Plans to add any missing data, add any new data, and update existing data and include any relevant document attachments. Updates should be made to RLF Plans to reflect the current status as of the date the RLF Plan was edited.

Question: Does each EDA award need its own RLF Plan or is it acceptable to have one RLF Plan for all awards?

Answer: Generally, each RLF award has its own RLF Plan that requires EDA approval. Approved RLF Plans may have multiple awards. RLF Plans are required to be updated at a minimum of every five years for each RLF award. Please contact your RLF Administrator with questions regarding unique situations.