



Capital Access Financial System (CAFS)

Partner Instructions Customer Support



Setting up an Agreement

Contact your District Office. To find the nearest district office use <https://www.sba.gov/local-assistance/find>



Assistance

- [Fresno CLCS Loan Center](#)
- [Little Rock CLCS Loan Center](#)
- [7a Loan Guarantee Processing Center](#)
- [Herndon National Guarantee Purchase Center](#)
- [Sacramento Loan Processing Center](#)



Production

<https://caweb.sba.gov>

FTA Processing

Primary Contact: FTA@sba.gov
[1-877-470-0722](tel:1-877-470-0722)

- 1502 Questions: 1502@sba.gov

CDC Online

- Scheduled Prepayment on CDC Online
- CDC Online Reporting

Primary Contact: SBA504CSA@sba.gov
[1-855-572-1637 \(Option 4\)](tel:1-855-572-1637)

Report Security Incidents/ Data Quality Issues

Primary Contact: CLS@sba.gov

Complex 7a Issues

- Policy Interpretation
- Escalations
- Center/ District Issues
- Training Requests
- Adding a franchise/ FRUNS#

Primary Contact:
CAFSQuestions@sba.gov

Lender Portal

Lender.Portal@sba.gov

LSP Agreements

Primary Contact: LSPagreements@sba.gov



Lender Agreements

<https://www.sba.gov/local-assistance/find>

Account Setup

Issues with:

- Setting up Authorizing Official
- Setting up account/roles
- Resetting password
- Changing Institutions
- Deactivating Accounts

Primary Contact: cls@sba.gov

ETRAN Loan Processing

Issues with:

- Loan Structure – EPCOC, Sole Proprietorship
- Mandatory Ownership
- Incorrect Names
- Credit Scoring
- Transmissions Issues
- Vendor Communications

Primary Contact:

CAFSQuestions@sba.gov

ETRAN 504 Servicing

- Updating/Processing Address Change
- Requests
- Updating/Processing ACH Change Requests
- Updating/Processing W9 Tax Information (EIN/SSN)

Primary Contact: SBA504CSA@sba.gov

[1-855-572-1637 \(Option 4\)](tel:1-855-572-1637)

Secondary Contact: 504LoanAuth@sba.gov