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November 13, 2023

Dear Colleagues,

Thank you for your patience and understanding during this transition to a new payment system. We would like to report that all payment requests received through the Grant and Aid Processing Platform (GAPP) have been successfully processed. To ensure that institutions know what to expect once a payment request has been submitted to the Texas Higher Education Coordinating Board (THECB), a processing schedule is outlined below.

Step One: Review and Approve

- The THECB reviews each payment request for accuracy in order to approve. If there are any discrepancies with a payment request, THECB will send an "Action Required" notification to the submitter through GAPP informing them to log into the portal and correct any issues.

Step Two: Process Payments

- Once a payment request is approved, a notification is sent to the submitter through GAPP labeled "Action Required" indicating that the payment request is "Approved". There is no action required once the payment is approved. This notification is typically sent to the submitter within 1-2 business days from the date of submission.

Step Three: Payment Notification

- THECB will disburse funds to the institution based on how each institution is set up to receive funds. Once the payment request is in a "PAID" status, a notification is sent to the submitter to log into GAPP to review the status. This process typically takes 2-3 business days from the date of approval.

We hope this information is helpful. For questions about the payment process, please contact Financial Aid Services at (844) 792-2640 or submit a Help Desk Ticket through the [Grant and Aid Processing Platform \(GAPP\)](#).

Sincerely,

Student Financial Aid Programs