



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 or 1-877-470-0722

- 1502 Questions: 1502@sba.gov

CDC Online

• Scheduled Prepayment on CDC Online
 • CDC Online Reporting
 Primary Contact: SBA504CSA@WellsFargo.com
 1-855-572-1637 (Option 4)

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
833-572-0502

ETRAN Loan Processing

Issues with: Primary Contact:

- Loan Structure – EPCOC, Sole Proprietorship CAFSQuestions@sba.gov
- Mandatory Ownership
- Incorrect Names
- Credit Scoring
- Transmissions Issues
- Vendor Communications

ETRAN 504 Servicing

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

Primary Contact: SBA504CSA@WellsFargo.com
1-855-572-1637 (Option 4)
Secondary Contact: 504LoanAuth@sba.gov