



COD Processing Update For Pell Grants

April 23, 2004

Pell Grants

COD News

GAPS Debit Date Implementation Delayed (04/19/04)

Due to an emergency ED software upgrade, the implementation of the GAPS software update that was scheduled to take place on April 18, 2004, has been delayed until the weekend of April 23-25, 2004. As a result, the new GAPS Debit Date field on the COD web site's Cash Activity Screen will be populated as follows:

- New transactions that enter the COD System before the April 25, 2004 GAPS software update will be populated with zeroes.
- New transactions that enter the COD System after the April 25, 2004 GAPS software update will be populated with the date COD receives from GAPS.

We would like to apologize for any inconvenience this may cause and will inform you when the software upgrade is completed.

EDConnect, Version 6.0 Now Available for Download (04/16/04)

The U.S. Department of Education is pleased to announce the availability of EDconnect, version 6.0. We strongly encourage you to install v6.0 to take advantage of the many enhancements and fixes from previous versions. Please note that EDConnect 6.0 is *not* an upgrade to version 5.X. It is a completely new version. There is no upgrade installation option.

You can access the explanation of changes and enhancements as well as detailed instructions for downloading EDConnect 6.0 on the IFAP web site at:

<http://www.ifap.ed.gov/eannouncements/0414EDconnectver60.html>.

If you need further information you may reach CPS/SAIG Technical Support Monday through Friday, 7:00 a.m.-7:00 p.m. (CT), at 800/330-5947 or email CPSSAIG@pearson.com.

Processing Updates Available on IFAP (04/16/04)

COD is pleased to announce that each Friday the COD Processing Updates for Pell Grants is posted as an Electronic Announcement on the IFAP web site, www.ifap.ed.gov.

If you have not done so already, COD encourages you to become an IFAP subscriber. IFAP subscribers can choose to receive a daily and/or weekly e-mail informing them when publications have been posted to IFAP. In order to subscribe to IFAP:



COD Processing Update For Pell Grants

- 1) Go to the IFAP web site, www.ifap.ed.gov.
- 2) Click on the *Member Services* link, located in the blue bar on the bottom left side of the IFAP web site. The next screen will display Username and Password fields.
- 3) Click on the *Click Here to Register* link located under the Login button. This brings you to the *IFAP User Registration* screen.
- 4) On the *IFAP User Registration* screen, enter your information into the required fields. Click on the Submit Registration tab at the bottom of the IFAP Registration screen.

Once you are an IFAP subscriber, you can customize your notification by going back to the *Member Services* area of the IFAP web site and selecting the *Subscription Options* link to customize your subscription.

If you have any questions about the IFAP Subscription Notification, please contact the IFAP Customer Service Call Center at (800) 433-7327 between 9 am - 5 pm Eastern Time. Questions can also be e-mailed to: fsa.customer.support@ed.gov.

Reminder: Deactivation of COD Web Site UserID (04/15/04)

COD would like to remind users that the COD System will deactivate COD UserIDs when:

- A first-time COD user who has been assigned a UserID and password has not accessed COD for a consecutive **six-month** period; and
- An established COD user who has been assigned a UserID and password has not accessed COD for a consecutive **three-month** period.

School Users 1-4 and Third Party Users 1-4 should contact their System Administrators to reactivate their COD web site UserIDs. System Administrators (School User 5 and Third Party User 5) are the only users that need to contact the COD School Relations Center to reactivate their COD web site UserIDs. If you have any questions about reactivating your COD web site UserID, please contact the COD School Relations Center.

Resolved Issues

Delay in Receiving Funding [04/08/04 (Updated 04/12/04)]

Due to issues identified within the COD System, some schools may have experienced a delay in receiving their Pell Grant or Direct Loan funding. This affected requests made on Monday, April 5, 2004. We believe that all funding is now up to date and apologize for any inconvenience this caused.



COD Processing Update For Pell Grants

Current Issues

COD Web Site Response Time [03/19/04 (Updated 04/22/04)]

COD has learned that COD web site users are experiencing poor response time and receiving log errors when performing searches between the hours of approximately 11:00 AM and 2:00 PM eastern time.

COD has identified several potential causes of the issue and is in the process of evaluating the causes. We ask users to continue to be patient. In the meantime, please continue to e-mail screen shots of any error messages received while performing a search to the COD School Relations Center at CODSupport@acs-inc.com.

COD Edit 115 Not Working Correctly (04/06/04)

COD has identified an issue where COD Edit 115 (Student Referred to DCS but repayment schedule not established, no further disbursements can be accepted for this student for this award year) is being returned incorrectly to schools that attempt to increase/decrease an actual disbursement (DRI=True) for a student that has been referred to DCS for collection of a Pell Grant overpayment.

Additionally, the Pell Grant referral amount and payment amount collected are not being updated correctly in the Pell Collection Referral Amount and Pell Collection Amount Collected fields on the COD web site's Award Detail Information screen. The COD development team is researching these issues, and we will provide updates as they become available.

COD Edit 116 Not Working Correctly [01/06/04 (Updated 03/26/04)]

COD has found that COD Edit 116 (SSN, Date of Birth and/or Last Name have not been updated in the COD System) is not working properly. This edit is a warning that is returned when changes to the Student Identifier information are submitted and the reported CPS Transaction Number and Award Year combination is not greater than the combination that currently exists in COD.

Because this edit is not working correctly schools are unable to submit new 2003-2004 originations or make online changes when previous award year information is different for a student in COD. The COD development team has created the test scenarios and is testing them. COD will provide updates on this issue as progress is made.

COD Financial Screens Incorrect on COD Web Site [05/05/03 (Updated 03/19/04)]

As previously reported, the COD web site financial screens are displaying incorrect information. The "Summary Financial Info" screen is not displaying correct figures in the fields of "Disbursement Amount", "Disbursement Adjustment Amount" and "Ending Cash Balance".

Additionally, COD has found the Total Unduplicated Recipients field on the "Funding Information" screen is not displaying the correct figure. Schools can refer to the "Yearly Totals" screen to view the correct figure for the Total Unduplicated Recipients.



COD Processing Update For Pell Grants

COD is working to resolve these discrepancies. In the meantime, schools should refer to the “Funding Information Screen” for correct figures (with the exception of the Total Unduplicated Recipients). COD is asking schools to be patient regarding progress on this issue. Resources are focused on other items at this time, so progress will continue to be slow. If you have any questions regarding your funding in the meantime, please contact the COD School Relations Center.

Disbursements Not Displaying on COD Web Site [12/11/03 (Updated 03/08/04)]

COD has identified an issue where disbursements/adjustments are being processed in COD, but are not appearing on the Disbursement List screen. However, the accepted disbursements are appearing on the Batch screen and being acknowledged correctly to schools. Also in some cases, sequence numbers for the disbursements are not appearing on the History screen.

COD has determined the cause of the problem. The data was not populated in the COD database correctly when the disbursements/adjustments were processed, resulting in the disbursements not appearing on the web site. COD has identified two different code fixes and cleanups that need to take place to resolve the problem.

The first code fix has been migrated. The clean up plan for the affected records has been developed, and we will be performing the cleanup shortly. COD continues to test the second code fix and will notify schools when testing has been completed. In the meantime, please be patient and do not resubmit the disbursements/adjustments for processing; these transactions have already been acknowledged back to schools.

Mixed Person Records In COD (03/02/04)

As you are aware, the COD System is based on the establishment of a person record and contains person records established as early as 1999-2000. COD has discovered that primarily due to inaccurate SSNs that have entered the COD System, approximately 300 records (out of approximately 14 million person records in the COD System) have mixed with other COD records. Since PLUS borrowers are not matched with CPS, the majority of the people affected by this issue are PLUS borrowers. COD has a dedicated team working to resolve the small number of records that have been mixed. We would like to assure you that if your data has been affected by this rare problem it is not lost in the COD System and it will be corrected.

Specifically, COD has identified two scenarios related to this issue. In the first scenario, one person appears twice within the COD System, with different awards under each profile. In the second scenario, two persons have the same SSN in the COD System with mixed profiles and awards. These problems usually occur when incorrect SSNs are submitted to COD and are compounded when the incorrect SSN matches another person’s correct SSN.

COD is working on further detailed instructions that will assist you in avoiding these scenarios and, if necessary, in correcting them. If you have any questions, please contact the COD School Relations Center.