



COD Processing Update

May 14, 2004

Direct Loan

COD News

Web Site Maintenance Planned For Sunday, May 16 & 17, 2004 (05/14/04)

The COD web site will undergo routine maintenance on Sunday, May 16, 2004 from 2 AM until 8 AM eastern time. During this period, users will not be able to access data on the COD web site.

Additionally, the Direct Loan E-MPN web site will be unavailable on Sunday, May 16, 2004 from 2 AM until 8 PM eastern time and on Monday, May 17, 2004 from 12:01 AM (just after midnight) to 7 AM eastern time. During this period, borrowers will not be able to complete an electronic promissory note.

COD apologizes for any inconvenience this may cause. If you have any questions, please feel free to contact the COD School Relations Center.

Direct Loan Bulletin 04-15 Released (05/13/04)

Direct Loan Bulletin 04-15 was released to schools from the COD School Relations Center on May 12, 2004. This bulletin announces closeout guidance and the July 31, 2004 deadline for the 2002-2003 Direct Loan Program Year. Direct Loan Bulletin 04-15 has been posted on the IFAP web site at <http://www.ifap.ed.gov/dlbulletins/DLB0415.html>. If you would like to be added to or removed from the distribution list, please submit an e-mail to CODSupport@acs-inc.com, with the subject line of "DLB Distribution List".

Updated COD Frequently Asked Questions (FAQs) Available (05/13/04)

COD has updated the FAQs on the COD web site, www.cod.ed.gov. The FAQs are available from the COD web site by clicking the "Today's Update" link at the bottom of the page. The Updated FAQs are also available on the IFAP web site at <http://www.ifap.ed.gov/eannouncements/0512FAQCOD.html>. If you have any questions about the document, or would like to see anything added, please contact the COD School Relations Center at CODSupport@acs-inc.com with the subject line of "FAQ".

2004-2005 COD Technical Reference May 2004 Updates Now Available (05/07/04)

The 2004-2005 COD Technical Reference has been updated and is available on the IFAP web site at <http://www.ifap.ed.gov/cod/0405CODTechRefDraft.html>. For a complete list of updates, please see the PDF and Microsoft Word attachments entitled: 2004-2005 COD Technical Reference May 2004 Change Tracking Log. If you have any questions regarding this material, please contact the COD School Relations Center.



COD Processing Update

Direct Loan Bulletin 04-14 Released (05/06/04)

Direct Loan Bulletin 04-14 was released to schools from the COD School Relations Center on May 5, 2004. This bulletin announces changes in FSA's operational procedures related to a borrower's pending bankruptcy and has been posted to the IFAP web site at <http://www.ifap.ed.gov/dlbulletins/DLB0414.html>. If you would like to be added to or removed from the distribution list, please submit an e-mail to CODSupport@acs-inc.com, with the subject line of "DLB Distribution List".

Direct Loan Publications Update (05/05/04)

The Direct Loan Basics and Direct Loan PLUS Basics publications are currently out of stock. These publications will not be in stock until mid June 2004. All requests made for these items will go on a backorder until they are available.

Additionally, schools may continue to request the Direct Loan Entrance and the Direct Loan Exit Counseling Guide, as these are now available. Refer to Direct Loan Bulletin 04-09, <http://www.ifap.ed.gov/dlbulletins/DLB0409.html>, for details. To order a Direct Loan publication, you may contact the COD School Relations Center. All orders will be fulfilled within 2-7 business days.

Resolved Issues

Direct Loan School Account Statement (SAS) Released [05/04/04 (Updated 05/06/04)]

The SAS Report is normally generated on the first Saturday of each month and pushed to schools' SAIG mailboxes the following Monday. The April month-end report was released to schools' SAIG mailboxes on Wednesday, May 5, 2004.

Current Issues

Inactive MPN Not Viewable On COD Web Site [02/17/04 (Updated 05/14/04)]

The status of an MPN changes to Inactive when the MPN expires, the MPN is a Single-Loan MPN, or COD is notified by the Direct Loan Servicing System that a borrower is deceased. (Previously, COD also changed the MPN status to Inactive when a borrower filed for bankruptcy, but this no longer occurs, as described in Direct Loan Bulletin 04-14. See the next issue below also.)

COD has determined that when a Person Award search is performed on the COD web site the MPN is not viewable; however, it should display as Inactive. This is a COD web site display issue only, and the loans are being inactivated correctly. Because this issue is not affecting critical areas it has been given a lower priority. COD will continue to monitor this issue and will provide updates as progress is made.

COD Edit 089 Rejecting Incorrectly [10/30/03 (Updated 05/14/04)]

Previously, COD discovered the following two issues involving COD Edit 089 (Invalid Disbursement Due To Pending Bankruptcy):



COD Processing Update

- The first issue affected borrowers who had filed for bankruptcy. The schools had obtained a new promissory note and sent in an origination for a new loan (which was accepted). However, when the school attempted to send in a disbursement record (dated after the pending discharge date) it rejected for COD Edit 089.
- The second issue occurred when schools attempted to zero an existing award and disbursement after a borrower filed for bankruptcy (prior to obtaining a new promissory note). When the schools attempted to zero the disbursement they received COD Edit 089.

Effective, May 3, 2004, the operational procedures related to a borrower's pending bankruptcy changed. As a result schools will no longer receive COD Edit 089. Refer to Direct Loan Bulletin 04-14, <http://www.ifap.ed.gov/dlbulletins/DLB0414.html>, for detailed information.

COD is developing a plan for resolving outstanding issues associated with all MPNs, loans, and disbursements that were affected by the previous operational procedures related to pending bankruptcies. This means that the inactivation and flagging of MPNs affected by pending bankruptcies will be reversed to allow previously rejected disbursements to be accepted. COD expects to implement this plan in the very near future. If you have an outstanding issue, please wait for COD to notify you in subsequent Direct Loan Bulletins and COD Processing Updates when you may resubmit previously rejected disbursements.

COD Edit 116 Not Working Correctly [01/06/04 (Updated 05/13/04)]

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. Testing a solution is underway, and COD anticipates that the testing will be completed by the end of May. COD will provide updates after testing has been completed.

Duplicate Disbursement Information In COD (05/06/04 [Updated 05/11/04])

COD has learned that duplicate disbursement numbers are displaying incorrectly on the COD web site's Award Disbursements Information screen. On this screen under the Disbursement Number column, duplicate disbursement numbers are appearing twice. However, when viewing the Disbursement Information screen, each disbursement displays a different status (Pending or Disbursed). COD is analyzing the issue and will provide updates as they become available.

Duplicate Drawdown Amounts In COD (04/28/04 [Updated 05/11/04])

COD has discovered that there are duplicate records of drawdown amounts dated from the week of March 15, 2004 on the COD database. These amounts will appear on the COD web site's Cash Activity screen and on various summary screens and financial reports. This issue affects approximately 166 schools. The COD development team continues to analyze the issue, and updates will be provided as they become available.



COD Processing Update

Issue With Credit Checks Submitted Via Batch [04/15/04 (Updated 05/11/04)]

COD was experiencing an issue where credit checks were not being performed as they should have been upon receipt of Direct PLUS Loan records submitted via the batch process. In these cases, the COD System was returning an accepted Response/Acknowledgement with a Pended credit status to schools.

The COD development team has determined that this error is due to an interface error between COD and the Credit Agency. The interface error has been resolved and should not occur going forward.

A cleanup plan for the affected Direct PLUS Loan records has been created. COD will continue to provide updates as progress is made. In the meantime, if your school is in immediate need of a loan that was impacted by this issue, you have the option of zeroing the loan in your school's system containing the pended credit check and then re-originating a new Direct PLUS Loan with a different sequence number in the award ID. The new loan will be processed timely, and a correct credit decision will be returned to your school.

Changes To Award And Disbursement Amounts Not Processed Correctly [11/05/03 (Updated 05/06/04)]

COD had an issue where schools were attempting to reduce/zero an award with a pended or actual disbursement and while the award amounts were reduced the disbursements were still showing an amount in COD. This caused the pending disbursements to appear on the school's pended disbursement list. Additionally, schools may have had a reject for COD Edits 041 (Changed Award Amount is Less Than Total Disbursements) and 067 (Incorrect Disbursement Amount).

COD implemented a code fix in early January to allow award and disbursement changes to be processed correctly. However, after further research it was determined that the code fix is not working correctly. As a result, a new code change was implemented COD is researching a cleanup plan for the affected records. COD will provide updates as they become available.

Issue Resolving COD Edit 025 (05/05/04)

Schools have reported to COD that they are experiencing an issue when correcting a record that has rejected for COD Edit 025 (Duplicate Match On CPS). Records that reject for COD Edit 025 can only be corrected on the COD web site by selecting the correct CPS match from a list on the CPS Report Selection screen. Detailed instructions for resolving this edit via the COD web site are available on IFAP at:

<http://www.ifap.ed.gov/eannouncements/0320UpdatedCODEdit025Proc.html>.

However, in some instances the COD web site is returning only one match or none at all. This may prevent schools from correcting the records in COD as described above. The COD development team has identified the root cause and is working on implementing the code fix. COD will provide updates as soon as they become available.

Disbursements Not Displaying On COD Web Site [12/11/03 (Updated 05/05/04)]

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



COD Processing Update

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, and COD is in the process of cleaning up the affected records. COD is still testing 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.

Student Name And Date Of Birth Not Updated In COD (05/03/04)

COD has identified an issue where new 2003-2004 and 2004-2005 origination records are accepted in COD, however, the student's Name and Date of Birth (DOB) updates submitted by the school are not displaying on the COD web site's Person Information screen. The COD web site is reflecting the Name and DOB from the previous award year. Additionally, in some cases, changes to Name and DOB for previously accepted origination records are not displaying on the Person Information screen as well. COD is researching the root cause of this issue, and will provide updates as they become available.

Direct Loan Rebuild File [03/12/04 (Updated 04/27/04)]

Previously, COD reported that it was researching an incorrect data issue with the Direct Loan Rebuild file. COD has now discovered additional issues with the Direct Loan Rebuild file and has decided to hold the production of the file until the issues are resolved. COD has disabled the ability to request Direct Loan Rebuild files on the COD web site until further notice. COD would like to apologize for any inconvenience this may cause schools. COD will provide updates as they become available.

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. COD 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 Processing Update

COD Cash Activity Screen Inaccurate [02/19/04 (Updated 04/19/04)]

COD previously advised schools of an issue where the COD Cash Activity screen was not always displaying every drawdown that was reflected in the GAPS Activity Report. Subsequently, COD discovered that other cash activity was also not displaying.

On April 5, 2003, COD cleaned up the drawdowns. However, other cash activities such as Refunds of Cash have not yet been cleaned up. COD is currently testing the code changes to resolve this issue. COD will provide further information as it becomes available.

Direct Loan Servicing And COD System Interface Issues (03/25/04)

COD transmits a daily file to the Direct Loan Servicing System (DLSS) updating DLSS with Direct Loan booking information. Sometimes, not all of the information is processed correctly due to systematic rejects and interface issues between the systems. When this occurs, COD reviews the rejects and processes them accordingly. Additionally, COD implements code fixes and cleanups of incorrect data when necessary.

In some cases, the processing of rejected records and the related code fixes can take several weeks to complete. COD understand that it causes confusion when data does not match between the systems and work to resolve any discrepancies as quickly as possible.

Prior Award Year Promissory Notes Not In COD (03/23/04)

When performing system reconciliation of the COD System, the Direct Loan Imaging System, and the Direct Loan Servicing System (DLSS), COD found that approximately 4,000 promissory notes were not migrated into the COD System. COD, DLSS and the Imaging Center are working on the cleanup to transfer the remaining notes to COD. COD will notify schools when this has been completed.

Loans With Pending First Disbursement Failing To Book (03/23/04)

COD has identified an issue with booking notifications. For Direct Loan awards that have a pending first disbursement, and also have an actual 2nd, 3rd, 4th, or 5th disbursement, the award is failing to book. As a result, a booked date does not appear in COD, a booking notification is not generated, and the award is not being passed on to the Direct Loan Servicing System.

COD is performing analysis on the issue and prioritizing the impact. COD will provide further details once a resolution plan and date have been established.

MPN Status Inaccurate On COD Web Site [10/30/03 (Updated 03/19/04)]

For the 2002-2003 and 2003-2004 award years, the COD web site is displaying an MPN Status of Active for MPNs that have expired. The MPN Status should display Inactive. Currently COD believes this is only a display issue. This is causing confusion for schools because the COD web site and NSLDS are both displaying an active status instead of an inactive status. Since this is a web display issue and does not impact data processing, it has been given a low priority status by our issue resolution team. COD will provide updates on this issue as they become available.

COD Issues From 2004-2005 System Implementation (03/17/04)

COD has discovered the following system issues related to the 2004-2005 system implementation that occurred the weekend of March 12-14, 2004.



COD Processing Update

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- When performing an MPN Search using only the last name, not all of the results display on the web screen. Until this issue is resolved, users are encouraged to perform an MPN search using both the first and last names.
 - When performing an MPN Search, the Academic Year start and end dates display for multi-year MPNs. The Academic Year dates should display only for single-year MPNs.
 - When viewing the Direct Loan Disbursement list screen, the fee field displays as a negative number instead of a positive number for records in an active status.

The COD development team is researching the code fix for these issues, and COD will provide updates as they become available.

Direct Loan School Account Statement (SAS) Report Issues [02/03/04 (Updated 03/09/04)]

COD has several outstanding issues that affect the SAS report. The issues are listed below.

Please note: these issues are not affecting every school, so please review your SAS carefully.

- 1) In some cases, the booked date was not listed for a disbursement when the loan booked date was populated. This resulted in disbursement transactions appearing as unbooked when they are really booked.

The COD 3.0 release includes a code change that should correct this issue. After the release, post implementation verification will occur to ensure the code is working properly. After this code is verified as working properly, this issue will be considered resolved.

- 2) Two schools reported that disbursements were appearing multiple times on the SAS report under the same sequence number. Analysis has shown that these issues were connected to specific system cleanup activities for a different issue, and this should not be a recurring problem for schools.

COD understands these issues may impact your ability to use the SAS, however you still need to use this report to the best of your ability for reconciliation and substantiation. If you have any questions about your SAS report or reconciliation, please contact the COD School Relations Center.

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. COD 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 Processing Update

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.



COD Processing Update

Pell Grants

COD News

COD Web Site Maintenance Planned For Sunday, May 16, 2004 (05/13/04)

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COD apologizes for any inconvenience this may cause. If you have any questions, please feel free to contact the COD School Relations Center.

Updated COD Frequently Asked Questions (FAQs) Available (05/13/04)

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2004-2005 COD Technical Reference May 2004 Updates Now Available (05/07/04)

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Pell Grant information In NSLDS (05/05/04)

COD transmits Pell Grant records to NSLDS on a daily basis. However, there are cases in which the student identifier and Pell Grant eligibility information transmitted from COD does not match the information in NSLDS. As a result, the student's information will not be updated in NSLDS. The Department of Education is working to reduce the cases in which this occurs.

In these cases, schools should refer to the COD web site, www.cod.ed.gov, for the most current information regarding a student's Pell Grant eligibility. In addition, a school may want to check the student identifier information on the student's latest ISIR to determine if the school needs to update the student identifier information submitted to COD.

2003-2004 Pell Grant Deobligation Due To Verification Status "W" (05/03/04)

On April 30, 2004, the COD System deobligated 2003-2004 Award Year Pell Grant disbursements that did not have a verification status updated from "W" to a valid status of "V", "S", or "Blank". As noted in the warning message that COD sent to affected schools on April 2, 2004, these disbursements were considered overawards and reduced to a zero dollar amount



COD Processing Update

(\$0.00), even though the disbursements were previously accepted in the COD System. This deobligation affected Pell Grant disbursements at approximately 450 schools.

A school affected by the April 30, 2004 deobligation will—

- Receive a PGTX (PGTX04OP message class) file in the school's SAIG mailbox indicating the number of students and total amount of the decrease;
- Receive a system-generated negative disbursement file (COMRECOP message class/ND document type for Full Participants and PGDA04OP message class/ # G batch type for Phase-in Participants);
- Receive a new Electronic Statement of Account (ESOA) reflecting the decrease; and
- See a change in the school's Current Funding Level (CFL) that reflects the deobligated disbursements.

Note: A school that did not have students with a verification status of "W" on April 30, 2004 will not be affected by this deobligation process.

If verification has been completed as required or is not required and a school believes a student's 2003-2004 disbursement should not have been reduced to zero, the school must complete the following steps in this order:

- 1) The school must send an update to the verification status of the award, and the update must be accepted by the COD System.
- 2) Once the verification status is updated to "V", "S", or "Blank", the actual disbursement (DRI = true) for the correct amount may be submitted to COD for processing.
Note: Full Participants can perform steps 1 and 2 in the same submission to COD if reported in the same student record.

If the verification status for a student's award continues to be "W", do **not** resubmit the disbursement to COD. If the disbursement is resubmitted, it will be rejected by the COD System.

If you have any questions regarding the deobligation of disbursements due to verification status "W", contact the COD School Relations Center.

2004-2005 Pell Grant Authorizations And Disbursement Processing Start Dates (05/03/04)

COD would like to remind schools that Initial Pell Grant Authorizations for 2004-2005 will be determined on May 14, 2004. Current Funding Levels (CFLs) will be established in COD at that time, and an Electronic Statement of Account (ESOA) containing this information will be sent to a school's SAIG mailbox. The earliest date a 2004-2005 Pell actual disbursement (DRI = true) will be accepted by the COD System is Monday, June 21, 2004. However, funds for the Pell Grant Program will not be available in GAPS until July 1, 2004.

Through June 20, 2004, **Phase-In Participants** may submit **only** 2004-2005 origination records. Schools that submit actual disbursement records (DRI = true) prior to June 21, 2004 will receive reject Edit 408 (Disbursement Date is Not Valid for Processing Date, Not in Valid Range, or Not a Valid Date Format).

Through June 20, 2004, **Full Participants** may submit common records that contain 2004-2005 anticipated disbursement information provided the Disbursement Release Indicator (DRI) value is equal to "False". If the DRI value is equal to "True", the actual disbursement will be rejected, and



COD Processing Update

schools will receive Edit 996 (Invalid Value). Beginning June 21, 2004, schools may change the DRI to "True", and COD will process the actual disbursements.

Current Issues

COD Edit 116 Not Working Correctly [01/06/04 (Updated 05/13/04)]

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. Testing a solution is underway, and COD anticipates that the testing will be completed by the end of May. COD will provide updates after testing has been completed.

Duplicate Disbursement Information In COD (05/06/04 [Updated 05/11/04])

COD has learned that duplicate disbursement numbers are displaying incorrectly on the COD web site's Award Disbursements Information screen. On this screen under the Disbursement Number column, duplicate disbursement numbers are appearing twice. However, when viewing the Disbursement Information screen, each disbursement displays a different status (Pending or Disbursed). COD is analyzing the issue and will provide updates as they become available.

Duplicate Drawdown Amounts In COD (04/28/04 [Updated 05/11/04])

COD has discovered that there are duplicate records of drawdown amounts dated from the week of March 15, 2004 on the COD database. These amounts will appear on the COD web site's Cash Activity screen and on various summary screens and financial reports. This issue affects approximately 166 schools. The COD development team continues to analyze the issue, and updates will be provided as they become available.

COD Edit 115 Not Working Correctly [04/06/04 Updated (05/06/04)]

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 the code fix for these issues, and COD will provide updates as they become available.



COD Processing Update

Issue Resolving COD Edit 025 (05/05/04)

Schools have reported to COD that they are experiencing an issue when correcting a record that has rejected for COD Edit 025 (Duplicate Match On CPS). Records that reject for COD Edit 025 can only be corrected on the COD web site by selecting the correct CPS match from a list on the CPS Report Selection screen. Detailed instructions for resolving this edit via the COD web site are available on IFAP at:

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However, in some instances the COD web site is returning only one match or none at all. This may prevent schools from correcting the records in COD as described above. The COD development team has identified the root cause and is working on implementing the code fix. COD will provide updates as soon as they become available.

Disbursements Not Displaying On COD Web Site [12/11/03 (Updated 05/05/04)]

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, and COD is in the process of cleaning up the affected records. COD is still testing 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.

Student Name And Date Of Birth Not Updated In COD (05/03/04)

COD has identified an issue where new 2003-2004 and 2004-2005 origination records are accepted in COD, however, the student's Name and Date of Birth (DOB) updates submitted by the school are not displaying on the COD web site's Person Information screen. The COD web site is reflecting the Name and DOB from the previous award year. Additionally, in some cases, changes to Name and DOB for previously accepted origination records are not displaying on the Person Information screen as well. COD is researching the root cause of this issue, and COD will provide updates as they become available.

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. COD 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 Processing Update

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 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.

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. COD 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.