



COD Processing Update For Pell Grants

July 29, 2005

Pell Grants

COD News

COD System Maintenance Planned For Sunday, July 31, 2005 (07/27/05)

The COD System will undergo routine maintenance on Sunday, July 31, 2005 from Midnight until 6:00 A.M. (ET). During this period, users will not be able to submit or retrieve data via the COD Web site. Additionally, batches submitted by schools will be held and not processed until after the COD System comes back up. COD apologizes for any inconvenience this outage may cause. If you have any questions, contact the COD School Relations Center.

NEW!

Unlocking And Resetting COD Web Site Passwords (07/29/05)

COD would like to remind COD Web site users that Security Administrators (COD Web site User Level 5) are able to unlock and reset passwords for the users (User Level 1-4) they established at their school or organization. However, if the Security Administrator needs his or her password unlocked or reset, the Security Administrator must contact the COD School Relations Center.

In order to unlock users, a Security Administrator should log in to the COD Web site, www.cod.ed.gov, and complete the following steps:

- Step 1: From the Welcome to Common Origination & Disbursement Web Site screen, click on the User tab on the blue bar at the top of the screen. The User Search screen displays.
- Step 2: Enter the search criteria for the user and click on the submit button at the bottom of the User Search screen. The Search Results screen displays and lists users that match the search criteria.
- Step 3: On the Search Results screen, select the name of the user that needs to be unlocked. The User Information screen displays.
- Step 4: Click on the Modify button at the bottom of the User Information screen. The Update User Profile screen displays.
- Step 5: The Locked Out box on the Update User Profile screen contains a checkmark. Click on the Locked Out box to remove the checkmark.



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- Step 6: If a new temporary password is not needed, skip this item and go to Step 7. If a new temporary password is needed, enter the new temporary password in the New Password field. Then re-enter the new password in the Re-enter New Password field to confirm. The user will need to change this password to one of his or her choosing.
- Step 7: Click on the submit button at the bottom of the Update User Profile screen. The Update Your Profile screen displays.
- Step 8: On the Update Your Profile screen, click on the Submit button to confirm the updates made to the user's profile.

This information is also posted on the COD Web site in a document entitled "Unlocking And Resetting COD Web Site Passwords." To access the document *before* you log in to the Web site, click on the "[Click here if you are looking for more information on Common Origination and Disbursement](#)" Link. To access the document *after* you log in to the Web site, click on the "Today's Updates" link at the bottom of the page.

Schools can refer to the Electronic Announcement on the IFAP Web site, <http://www.ifap.ed.gov/eannouncements/0316UpdateCODWebsiteaccessforschools.html>, for information regarding COD Web site access. Third party servicers can refer to the Electronic Announcement on the IFAP Web site at <http://www.ifap.ed.gov/eannouncements/0316UpdatedCODWebsiteaccessforthirdpartyservic.html>.

COD Web Site Performance Problem (07/25/05)

Since July 21, 2005, COD users are experiencing intermittent problems with the COD Web site. When trying to navigate the Web site, users may experience lags in searches as well as missing links and log errors. The COD technical team is aware of these issues and is working to resolve them as quickly as possible. In the meantime, we appreciate your patience. We will provide updates as soon as they become available.

Pell Grant Year-To-Date Record [12/01/04 (Updated 07/14/05)]

The Pell Grant Year-to-Date (YTD) record (PGYRxxOP) can be used to assist a school with its year-end and ongoing reconciliation processes. Due to a COD System issue that continues to affect the Pell Grant YTD record and that has taken longer than expected to resolve, we continue to caution schools not to use the YTD record for rebuilding a complete student record or Pell database until the issue is resolved.

The issue is as follows:

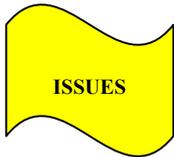
In some cases, when we process more than one disbursement transaction for the same disbursement number on the same day, the individual transactions **are currently not reflected in the YTD record and on the COD Web site**. Instead, one combined disbursement transaction is reflected with the correct disbursement amount, the correct disbursement date, and the highest disbursement sequence number.



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Note: If a school encounters difficulty processing further disbursement activity through its software for a disbursement affected by this issue, the activity can be performed on the COD Web site.

Reports and Data Requests



Except as listed below, all Pell Grant reports and data requests are available as specified in Volume VIII, Section 8 of the 2004-2005 COD Technical Reference and Volume VI, Section 8 of the 2005-2006 COD Technical Reference posted on the IFAP Web site at www.IFAP.ed.gov/. There are issues with the following Pell Grant reports and/or data requests:

- Pell Year-to-Date (YTD) Records— For all award years, are being sent to schools' SAIG mailboxes (Message Class PGYRxxOP). The YTD record can be used to assist a school with its year-end and ongoing reconciliation processes. Until resolution of a current COD System issue affecting the YTD record, we caution a school not to use the current YTD record for rebuilding a complete student record or Pell database. See the "Pell Grant Year-To-Date Record" item in the COD News section of this document for an explanation of the issue. [10/05/04 (Updated 02/09/05)]

Resolved Issues In Clean Up

COD has implemented code fixes for the issues listed below and is cleaning up the affected records. After a clean up has been completed, its status will be updated and it will remain in this section for an additional 7 calendar days.

<u>Issue</u>	<u>In Progress</u>	<u>Completed</u>
Pell Grant Information Not Updated In NSLDS	√	



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Current Issues

“No Response From Server” Error Message On The COD Web Site [07/25/05 (Updated 07/27/05)]

Schools are receiving the error message "No Response From Server" after updating and/or creating records via the COD Web site, and a web-based response is not displaying on the web. However, the records are processed in the COD System. Schools with a Web Activity Response Option set to "Y" are receiving a response for web-based transactions in their SAIG mailboxes.

COD is researching the cause of this issue and will provide updates as more information becomes available. In the meantime, when a school receives this error message, it will need to access the batch screen to determine if the records were accepted or rejected.

“Outgoing Message Queue Not Available” Error Message On The COD Web Site (07/27/05)

Some schools are receiving the error message “Outgoing Message Queue Not Available. See Log For Details” after updating and/or creating records via the COD Web site. Additionally, the records are not processed in the COD System. As a result, a web-based response does not display on the web, and schools with a Web Activity Response Option set to "Y" do not receive a response for web-based transactions in their SAIG mailboxes.

COD is researching the cause of this issue and will provide updates as more information becomes available. In the meantime, if a school receives this error message, it should submit its records via batch to ensure the records are processed successfully.