



# COD Processing Update

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August 13, 2004

## *Direct Loan*

### COD News

#### **2002-2003 Closeout Information [06/25/04 (Updated 08/13/04)]**

The closeout processing deadline for the 2002-2003 Direct Loan Program Year was July 30, 2004. Schools that do not have outstanding COD System issues, but believe that they have extenuating circumstances that prevented them from closing out on time, must contact the COD School Relations Center at [CODSupport@acs-inc.com](mailto:CODSupport@acs-inc.com) and request extended processing by August 20, 2004. Requests received after this date will *not* be approved. See DLB-04-21 (<http://www.ifap.ed.gov/dlbulletins/DLB0421.html/>) for more information.

If you have any questions about 2002-2003 closeout, contact the COD School Relations Center.

#### **Navigation Bar Intermittently Not Displaying On The COD Web Site (08/12/04)**

Some COD web site users are experiencing an issue with the navigation bar intermittently not displaying on the COD web site. COD is working on resolving this issue and will provide updates as more information becomes available. In the meantime, if you encounter this issue the temporary solution is to log off the COD web site, and then log back in again.

#### **Reminder--DLOS SAIG Mailbox Deactivation on August 14, 2004 (08/12/04)**

As a reminder, schools submit Direct Loan data for processing by sending files to the COD System via COD SAIG mailbox TG71900. As a result, the DLOS SAIG mailboxes TG50005, TG50007, and TG50009 to which Direct Loan data was sent in the past are no longer needed.

The DLOS SAIG mailboxes will be permanently deactivated on August 14, 2004. Details regarding the deactivation of the DLOS SAIG mailboxes and the specific message classes affected are posted on the IFAP web site,

<http://www.ifap.ed.gov/eannouncements/0714RFMSDLOSSAIG.html>.

#### **COD System Maintenance Planned For Sunday, August 15, 2004 (08/10/04)**

The COD System will undergo routine maintenance on Sunday, August 15, 2004 from 2 A.M. (ET) until 8 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.

#### **Extended Direct Loan E-MPN Web Site Outage For Sunday, August 15, 2004 (08/10/04)**

As a reminder, the Direct Loan E-MPN web site is unavailable every Sunday morning from 5 A.M. until 11 A.M. (ET) and every Monday morning from 12 A.M. until 7 A.M. (ET) while



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routine maintenance is performed. During these periods, borrowers are not able to complete a new MPN electronically or retrieve an existing MPN that was completed electronically.

Due to COD System routine maintenance on Sunday, August 15, 2004, the Direct Loan E-MPN web site will be unavailable for an extended period of time from 2 A.M. until 11 A.M. (ET). As previously noted, borrowers will not be able to complete or retrieve MPNs during this period of time.

COD apologizes for any inconvenience these outages may cause. If you have any questions, contact the COD School Relations Center.

### **All Schools Must Be COD Full Participants Beginning With 2005-2006 Award Year [08/02/04 (Updated 08/09/04)]**

As a reminder, *all* schools must be Full Participants beginning with the 2005-2006 Award Year. This means that *all* schools must be able to submit 2005-2006 Pell and/or Direct Loan origination and disbursement data to the COD System using the COD Common Record in XML format.

Note: FSA recently informed schools in [GEN-04-06](#) that the implementation of the Common Record: ISIR will not be implemented for the 2005-2006 Award Year. The adjustment of the Common Record: ISIR implementation schedule *does not* affect the requirement that *all* schools must be COD Full Participants beginning with the 2005-2006 Award Year.

Current Phase-In Participants can refer to the following sections of the 2004-2005 COD Technical Reference (<http://www.ifap.ed.gov/cod/0405CODTechRefDraft.html/>) for information that may be helpful in determining their Full Participant solution:

- Volume I, Section 3 provides information about XML.
- Volume II, Section 1 and Volume V, Section 1 provide information about FSA's EDEExpress software that can be used to submit data to the COD System.

Updated information about Full Participant sign up for the 2005-2006 Award Year is posted on the IFAP web site at <http://www.ifap.ed.gov/eannouncements/0806CODFullParticReq0506.html/>.

### **Resolved Issues**

#### **Schools Not Receiving Responses/Acknowledgements [06/15/04 (Updated 08/09/04)]**

Full Participants and Phase-In Participants had previously reported to COD that they did not receive Responses/Acknowledgements for batches submitted to the COD System between June 7, 2004 and June 15, 2004. The COD development team determined the cause of this issue and implemented a code fix to prevent it going forward.

At this time, COD has sent all batches that have been brought to our attention. If you discover that you are missing a Response/Acknowledgement for a batch submitted between June 7, 2004 and June 15, 2004, you should contact the COD School Relations Center to report this information. COD will then send the Response/Acknowledgment to your school's SAIG mailbox.



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## **Inactive Loans Report Issue [07/16/04 Updated 08/05/04]**

Previously, COD discovered that on July 3, 2004, the Inactive Loans report was not sent to schools' SAIG mailboxes. On July 23, 2004, COD sent the report to schools' SAIG mailboxes. However, if you have not received the report, contact the COD School Relations Center to report this information.

## **Current Issues**

### **Phase-In Records Incorrectly Rejecting For COD Edit 056 (08/12/04)**

COD has discovered that some Phase-In 2003-2004 and 2004-2005 records are incorrectly rejecting for COD Edit 056 (Sequence Number Not In Sequential Order). This edit is being returned incorrectly to Phase-In schools that submit changes to anticipated disbursement amounts.

Additionally, when a change to the anticipated disbursement amount is submitted along with a reduced award amount, COD is only accepting the reduced award amount. As a result, COD Edit 846 (Total 'Anticipated Gross Amount' must be less than or equal to the Loan Amount Approved) is returned because the award amount is less than the total anticipated disbursements.

COD is researching the cause of this issue and will provide updates as more information becomes available.

### **Pending Disbursement List Issues [06/08/04 (Updated 08/11/04)]**

COD has identified the following issues with the Pending Disbursement list:

1. From July 7, 2004 and July 8, 2004, the Pending Disbursement List was sent to schools' SAIG mailboxes. However, the report was blank and did not contain any information for the applicable award year. COD has sent corrected Pending Disbursement List reports to schools for award years 2002-2003 through 2004-2005 in the Comma Delimited and Pipe Delimited formats.

Additionally, COD sent corrected reports to schools for award years 2002-2003 and 2003-2004 in the Preformatted Text file format. COD plans to send a correct report to schools in the Preformatted Text file format for award year 2004-2005. Updates will be provided as more information becomes available.

2. On July 10, 2004, the Pending Disbursement List report was not placed on the COD web site for schools to view. On August 4, 2004, COD placed the Pending Disbursement List report on the web for award years 2002-2003 through 2004-2005 in the Comma Delimited format.

Additionally, COD placed the report on the web in the PDF format for award years 2002-2003 and 2003-2004. COD plans to place the report on the web in the PDF format for award year 2004-2005. Updates will be provided as more information becomes available.



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### **Funded Disbursement List Issues [06/08/04 (Updated 08/05/04)]**

In the past, COD identified the following issues with the Funded Disbursement List report:

1. Since the 2004-2005 system implementation that occurred the weekend of March 12-14, 2004, the Funded Disbursement List no longer appears on the COD web site for Advance Funded schools. This functionality is being evaluated at this time. In the meantime, Advance Funded schools can refer to the Student Account Statement (SAS) report for information on disbursements that have been funded.
2. On July 1, 2004, July 2, 2004, and July 9, 2004, the Funded Disbursement List was not sent to Pushed Cash schools' SAIG mailboxes. On July 19, 2004 the Funded Disbursement list for July 9, 2004 was sent to Pushed Cash schools' SAIG mailboxes. COD has released the Funded Disbursement List for July 1, 2004 and July 2, 2004 to Pushed Cash schools' SAIG mailboxes. However, if you have not received the report, contact the COD School Relations Center to report this information.
3. From July 7, 2004 through July 9, 2004 and July 16, 2004, the Funded Disbursement List was not placed on the COD web site for Pushed Cash schools to view. However, these reports were sent to schools' SAIG mailboxes. On August 3, 2004, COD placed the Funded Disbursement List report on the web for Pushed Cash schools. However, if you do not see the report on the web, contact the COD School Relations Center to report this information.
4. On July 7, 2004 and July 8, 2004, the Funded Disbursement List report was sent to schools' SAIG mailboxes. However, the report was blank and did not contain any information for the applicable award year. COD has sent a corrected Funded Disbursement List report to Pushed Cash schools. However, if you are experiencing issues with the report, contact the COD School Relations Center to report this information.

### **Direct Loan School Account Statement (SAS) Report Issues [02/03/04 (Updated 08/05/2004)]**

Previously, COD notified schools of two issues that affect the SAS report. The issues are described below. Note that these issues are not affecting every school, so review your SAS carefully.

1. In the past, several schools reported that disbursements were appearing multiple times on the SAS report under the same sequence number. On May 11, 2004, COD migrated a code fix that resolved this issue moving forward. COD is performing a cleanup to correct the affected transactions and will provide updates as more information becomes available.
2. 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.



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The COD 3.0 release included a code change that corrected this issue for 2002-2003 SAS reports. However, subsequent analysis has shown this issue is affecting SAS reports for the 2003-2004 Award Year. COD is researching a fix for this issue and will provide further updates as more information becomes available.

COD understands that 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, contact the COD School Relations Center.

### **COD Issues From 2004-2005 System Implementation [03/17/04 (Updated 08/04/04)]**

As previously reported, COD discovered the following system issues related to the 2004-2005 system implementation that occurred the weekend of March 12-14, 2004:

1. 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. COD continues to develop the code fix for this issue and will provide further details once more information becomes available.
2. 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. COD implemented a code fix for this issue, and no new occurrences have been reported to date.
3. 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. COD implemented a code fix for this issue, and no new occurrences have been reported to date.

### **Rejected Records Not Viewable On The COD Web Site (07/30/04)**

Some schools are receiving an error message when attempting to view rejected records on the COD web site's Batch Detail Information screen. Clicking on the Rejected link in the Award No. column causes the following error message to display: "An unexpected error has occurred. Please contact your administrator if the problem persists."

COD is researching the cause of this issue and anticipates a resolution in August 2004. Updates will be provided as more information becomes available.

### **Duplicate Disbursement Information In COD [05/06/04 (Updated 07/30/04)]**

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, disbursement numbers are appearing twice. However, when viewing the Disbursement Information screen, each disbursement displays a different status (Pending or Disbursed).

COD has made significant progress in analyzing the issue and anticipates a resolution in September 2004. Updates will be provided as more information becomes available.



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### **Loans With Pending First Disbursement Failing To Book [03/23/04 (Updated 07/29/04)]**

COD has identified an issue with booking notifications. For Direct Loan awards that have a pending first disbursement, and also have an actual 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup>, or 5<sup>th</sup> 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 has implemented a code fix for Direct Loan Subsidized/Unsubsidized awards, and a clean up plan has been created for the affected awards. However, COD continues to research a code fix for the Direct Loan PLUS awards affected by this issue. Updates will be provided as more information becomes available.

### **30-Day Warning Report Issue [06/08/04 (Updated 07/22/04)]**

On July 7, 2004 and July 8, 2004, the 30-Day Warning report was sent to schools' SAIG mailboxes. However, the reports did not contain any information for the applicable award year.

Previously, COD informed schools that the affected reports were corrected and resent to their SAIG mailboxes. However, after further research COD has determined that these reports were not released. COD plans to resend these reports to schools' SAIG mailboxes and will notify schools when this is done. In the meantime, schools can view the report on the COD web site.

### **Duplicate Student Borrower Report Issues [06/18/04 (Updated 07/16/04)]**

COD has identified the following issues with the Duplicate Student Borrower report:

1. On July 3, 2004, the Duplicate Student Borrower report was not sent to schools' SAIG mailboxes. COD is researching the cause of this issue and will provide more information as it becomes available. In the meantime, schools may view the report on the COD web site.
2. COD has identified some instances where the Duplicate Student Borrower report is sent listing student borrowers that never attended the school. COD is researching the cause of the inaccurate data in the report, and will provide more information as it becomes available.

### **COD Edit 116 Not Working Correctly [01/06/04 (Updated 07/15/04)]**

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. COD is still testing the code fix for this issue and anticipates resolution by late August 2004. Updates will be provided as more information becomes available.

### **Student Name And Date Of Birth Not Updated In COD [05/03/04 (Updated 06/30/04)]**

COD notified schools of 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



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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 continues to research the cause of this issue and appreciates your patience. Updates will be provided as more information becomes available.

### **Disbursements Not Displaying On COD Web Site And/Or SAS [12/11/03 (Updated 06/28/04)]**

COD has identified two issues where accepted disbursements/adjustments are being processed in COD, but are not appearing on certain COD web site screens. The issues are as follows:

1. In some instances, disbursements/adjustments 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 Disbursement History Information 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.

Several code fixes have been migrated to prevent this problem going forward. COD is now determining the cleanup plan for the affected records and will provide updates as more information becomes available.

2. In some instances, disbursements/adjustments are not appearing on the Disbursement History Information screen. As a result, the disbursements/adjustments are not reflected on the school's SAS. However, the disbursements are appearing on the Batch screen and being acknowledged correctly to schools.

Currently, COD believes that this issue is affecting 2002-2003 Direct Loan records only. However, if you have other Direct Loan records or Pell Grant records affected by this issue, report the awards to the COD School Relations Center. COD is analyzing this issue and will provide updates as more information becomes available.

In the meantime, please be patient and do not resubmit the disbursements/adjustments for processing; these transactions have already been acknowledged.

### **Direct Loan Rebuild File [03/12/04 (Updated 06/23/04)]**

As previously reported, COD is researching several issues related to incorrect data in the Direct Loan Rebuild file and put the production of the file on hold until the issues are resolved. Additionally, COD disabled the ability to request Direct Loan Rebuild files on the COD web site until further notice. COD apologizes for any inconvenience this may cause schools. COD is continuing to research the cause of the incorrect data in the file and will provide updates as more information becomes available.



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### **2004-2005 Origination Records Rejecting For COD Edit 117 [05/28/04 (Updated 06/09/04)]**

COD Edit 117 (Disbursement information is incomplete or rejected. Direct Loan award is not accepted) is returned to schools when a 2004-2005 Direct Loan origination record (DRI=F) is submitted with one of the following conditions:

1. The sum of the disbursement amounts is *not* equal to the Award Amount submitted;
2. A school that is eligible for a single disbursement submits a single disbursement less than the award amount;
3. One or more of the disbursements on the origination are rejected; or
4. A school that is not eligible for a single disbursement submits a single disbursement greater than, less than, or equal to the Award Amount.

COD has discovered that some 2004-2005 origination records are hitting this edit incorrectly when the sum of the disbursements *is* equal to the award amount submitted. The COD development team is researching the cause of this issue and a permanent code fix. In the meantime, schools may resubmit their records that previously rejected incorrectly for COD Edit 117. The records will be processed and a correct acknowledgment will be returned to the school.

### **COD Cash Activity Screen Inaccurate [02/19/04 (Updated 06/08/04)]**

Previously, COD identified an issue where the COD web site's Cash Activity screen was not always displaying every drawdown that was reflected in the GAPS Activity Report. COD notified schools that this issue was resolved on April 5, 2004. However, after further research, it was determined that this issue is not resolved for all schools. COD continues to work on resolving this issue for the remaining schools affected and will provide updates as more information becomes available.

Additionally, COD previously discovered that other cash activities, such as Refunds of Cash and Disbursement Adjustments, were not displaying on the Cash Activity screen. The COD development team is working on multiple cleanups that will allow the Refunds of Cash and Disbursement Adjustments to display on the Cash Activity screen. Updates will be provided as more information becomes available.

### **Mixed Person Records In COD [03/02/04 (Updated 05/20/04)]**

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.



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COD continues to work 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.

### **MPN Status Inaccurate On COD Web Site [10/30/03 (Updated 05/17/04)]**

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 when it should display as Inactive. Currently, COD believes this is only a display issue and does not impact data processing. Resources have focused on more critical issues. COD appreciates your patience and will provide updates as more information becomes available.

### **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 pending 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 pending 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 2004 to allow award and disbursement changes to be processed correctly. However, after further research it was determined that the code fix was not working correctly. As a result, a new code fix was implemented. COD is researching a cleanup plan for the affected records. 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 asks 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](mailto:CODSupport@acs-inc.com).

### **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 understands that it causes confusion when data does not match between the systems and works to resolve any discrepancies as quickly as possible.



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## *Pell Grants*

### COD News

#### **Navigation Bar Intermittently Not Displaying On The COD Web Site (08/12/04)**

Some COD web site users are experiencing an issue with the navigation bar intermittently not displaying on the COD web site. COD is working on resolving this issue and will provide updates as more information becomes available. In the meantime, if you encounter this issue the temporary solution is to log off the COD web site, and then log back in again.

#### **Reminder--RFMS SAIG Mailbox Deactivation on August 14, 2004 (08/12/04)**

As a reminder, schools submit Pell Grant data for processing by sending files to the COD System via COD SAIG mailbox TG71900. As a result, the RFMS SAIG mailboxes TG54880 and TG56321 to which Pell data was sent in the past are no longer needed.

The RFMS SAIG mailboxes will be permanently deactivated on August 14, 2004. Details regarding the deactivation of the RFMS SAIG mailboxes and the specific message classes affected are posted on the IFAP web site,

<http://www.ifap.ed.gov/eannouncements/0714RFMSDLOSSAIG.html>.

#### **COD System Maintenance Planned For Sunday, August 15, 2004 (08/10/04)**

The COD System will undergo routine maintenance on Sunday, August 15, 2004 from 2 A.M. (ET) until 8 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.

#### **All Schools Must Be COD Full Participants Beginning With 2005-2006 Award Year [08/02/04 (Updated 08/09/04)]**

As a reminder, *all* schools must be Full Participants beginning with the 2005-2006 Award Year. This means that *all* schools must be able to submit 2005-2006 Pell and/or Direct Loan origination and disbursement data to the COD System using the COD Common Record in XML format.

Note: FSA recently informed schools in [GEN-04-06](#) that the implementation of the Common Record: ISIR will not be implemented for the 2005-2006 Award Year. The adjustment of the Common Record: ISIR implementation schedule *does not* affect the requirement that *all* schools must be COD Full Participants beginning with the 2005-2006 Award Year.

Current Phase-In Participants can refer to the following sections of the 2004-2005 COD Technical Reference (<http://www.ifap.ed.gov/cod/0405CODTechRefDraft.html/>) for information that may be helpful in determining their Full Participant solution:

- Volume I, Section 3 provides information about XML.
- Volume II, Section 1 and Volume V, Section 1 provide information about FSA's EDExpress software that can be used to submit data to the COD System.



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Updated information about Full Participant sign up for the 2005-2006 Award Year is posted on the IFAP web site at <http://www.ifap.ed.gov/eannouncements/0806CODFullParticReq0506.html/>.

### Resolved

#### **Issue With Generating The Pell Grant Reconciliation Report For 2004-2005 [07/14/04 (Updated 08/10/04)]**

As previously reported, the COD System experienced an issue with generating the Pell Grant Reconciliation report for the 2004-2005 Award Year beginning July 10, 2004. As a result, schools that submitted a data request for the Pell Grant Reconciliation report via batch or the COD web site did not receive this report in their SAIG mailboxes.

On July 23, 2004, COD sent the requested reports to the appropriate schools' SAIG mailboxes. If your school has requested a Pell Reconciliation Report for 2004-2005 and has not yet received this report, contact the COD School Relations Center to report this information.

#### **Schools Not Receiving Responses/Acknowledgements [06/15/04 (Updated 08/09/04)]**

Full Participants and Phase-In Participants had previously reported to COD that they did not receive Responses/Acknowledgements for batches submitted to the COD System between June 7, 2004 and June 15, 2004. The COD development team determined the cause of this issue and implemented a code fix to prevent it going forward.

At this time, COD has sent all batches that have been brought to our attention. If you discover that you are missing a Response/Acknowledgement for a batch submitted between June 7, 2004 and June 15, 2004, you should contact the COD School Relations Center to report this information. COD will then send the Response/Acknowledgment to your school's SAIG mailbox.

### Current Issues

#### **Verification Status Report Issue [07/16/04 (Updated 08/09/04)]**

Since, July 3, 2004, the Verification Status Report has not been sent to schools' SAIG mailboxes. COD continues to research the cause of this issue and will provide more information as it becomes available.

#### **Rejected Records Not Viewable On The COD Web Site (07/30/04)**

Some schools are receiving an error message when attempting to view rejected records on the COD web site's Batch Detail Information screen. Clicking on the Rejected link in the Award No. column causes the following error message to display: "An unexpected error has occurred. Please contact your administrator if the problem persists."

COD is researching the cause of this issue and anticipates a resolution in August 2004. Updates will be provided as more information becomes available.



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### **Duplicate Disbursement Information In COD [05/06/04 (Updated 07/30/04)]**

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, disbursement numbers are appearing twice. However, when viewing the Disbursement Information screen, each disbursement displays a different status (Pending or Disbursed).

COD has made significant progress in analyzing the issue and anticipates a resolution in September 2004. Updates will be provided as more information becomes available.

### **COD Edit 116 Not Working Correctly [01/06/04 (Updated 07/14/04)]**

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. COD is still testing the code fix for this issue and anticipates resolution by late August 2004. Updates will be provided as more information becomes available.

### **Student Name And Date Of Birth Not Updated In COD [05/03/04 (Updated 06/30/04)]**

COD notified schools of 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 continues to research the cause of this issue and appreciates your patience. Updates will be provided as more information becomes available.

### **Disbursements Not Displaying On COD Web Site [12/11/03 (Updated 06/28/04)]**

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 Disbursement History Information 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.

Several code fixes have been migrated to prevent this problem going forward. COD is now determining the cleanup plan for the affected records and will provide updates as more information becomes available.



## COD Processing Update

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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 (Updated 05/20/04)]**

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 continues to work 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 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](mailto:CODSupport@acs-inc.com).