



COD Processing Update

August 26, 2005

Direct Loan

COD News

COD System Maintenance Planned For Sunday, August 28, 2005 (08/24/05)

The COD System will undergo routine maintenance on Sunday, August 28, 2005 from 2:00 A.M. until 8:00 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.

Extended Direct Loan Electronic MPN Web Site Outage For Sunday, August 28, 2005 (08/24/05)

As a reminder, the Direct Loan Electronic Master Promissory Note (MPN) Web site is unavailable every Sunday morning from 5:00 A.M. until 11:00 A.M. (ET) while routine maintenance is performed. During this period, borrowers are not able to complete new MPNs electronically or retrieve existing MPNs that were completed electronically.

Due to COD System routine maintenance on Sunday, August 28, 2005, the Direct Loan Electronic MPN Web site will be unavailable for an extended period of time from 2:00 A.M. until 11:00 A.M. (ET). As previously noted, borrowers will not be able to complete or retrieve MPNs during this extended period.

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



Unlocking And Resetting COD Web Site Passwords (08/26/05)

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:



Common Origination and Disbursement

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- 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.
 - 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>.

Deadline To Request Extended Processing For The 2003-2004 Direct Loan Program Year Is August 31, 2005 (8/25/05)

As a reminder, the 2003-2004 Program Year is closed; however, COD will consider requests for extended processing on a case-by-case basis. *Schools that need to request extended processing for 2003-2004 must do so **no later than August 31, 2005**.* After this date, COD will not accept requests for extended processing from schools that have not closed out the 2003-2004 Program Year. For previously posted information about 2003-2004 closeout, please refer to DLB-05-08 and DLB-05-10 posted on the IFAP Web site.



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Reports and Data Requests



NOTICES

This section contains important notices regarding reports and/or data requests. While we encourage you to review this section, note that some schools may not be impacted by the information presented below.

Delay In Availability Of COD Web Site Reports [08/01/05 (Updated 08/02/05)]

COD has identified an issue with generating reports on the COD Web site. Beginning July 28, 2005, reports have not been available on the COD Web site. Schools attempting to retrieve reports from the COD Web site receive the error message “Application Error.” This issue does not affect sending reports to schools’ SAIG mailboxes, and COD has sent all reports to schools’ SAIG mailboxes according to schedule.

On July 30, 2005, COD began restoring the report functionality on the web; however, COD is delayed in generating the majority of reports on the web. Continue to refer to this section of the COD Processing Update for a list of reports that become available. If your school needs a report that is usually available on the COD Web site but is currently not displayed, notify the COD School Relations Center via e-mail (CODSupport@acs-inc.com). In follow up, COD will send the report to your school via e-mail. In order for your request to be processed successfully, please include “Report Request” in the subject line of your e-mail and the following information in the body of your e-mail:

- School Name
- School ID
- E-mail Address
- Report Name
- Award Year
- Report Date
- Program (Pell Grant or Direct Loan)

Note: For Funded Disbursement List requests, please include the Batch ID and dollar amount associated with the report.



ISSUES

Except as listed below, all Direct Loan 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 Direct Loan reports and/or data requests:

- Direct Loan Rebuild File— Schools in need of this file should contact the COD School Relations Center.
[08/25/04 (Updated 07/12/05)]



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COD Processing Update

Resolved Issues

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For the full description of a resolved issue after it is removed from this section, refer to previous postings of the COD Processing Update on the IFAP Web site, www.IFAP.ed.gov/. The COD Processing Update is posted to the IFAP Web site each Friday.

COD Incorrectly Rejecting For COD Edit 039 [12/27/04 (Updated 08/24/05)]

Previously, COD identified an issue that resulted in schools receiving COD Edit 039 (Incorrect Award Amount) in error. This sometimes occurred when schools submitted changes to awards to lower the amount to zero through either batch or online processing.

On August 16, 2005, COD implemented a code fix for this issue. Schools may now resubmit records that previously rejected incorrectly for this edit. In the future, if a school suspects that COD Edit 39 has triggered inappropriately for a record, contact the COD School Relations Center to report the affected record.

“No Response From Server” Error Message On The COD Web Site [07/25/05 (Updated 08/22/05)]

COD previously notified schools of an issue that resulted in schools receiving the error message "No Response From Server" after updating and/or creating records via the COD Web site and a web-based response not displaying on the web. However, the records were processed in the COD System. Schools with a Web Activity Response Option set to "Y" received a response for web-based transactions in their SAIG mailboxes.

The COD development team has resolved this issue and believes that it is no longer affecting schools. However, if you experience this issue in the future, please contact the COD School Relations Center.



COD Processing Update

Pell Grants

COD News

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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.

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



NOTICES

This section contains important notices regarding reports and/or data requests. While we encourage you to review this section, note that some schools may not be impacted by the information presented below.

Delay In Availability Of COD Web Site Reports [08/01/05 (Updated 08/03/05)]

COD has identified an issue with generating reports on the COD Web site. Beginning July 28, 2005, reports have not been available on the COD Web site. Schools attempting to retrieve reports from the COD Web site receive the error message “Application Error.” This issue does not affect sending reports to schools’ SAIG mailboxes, and COD has sent all reports to schools’ SAIG mailboxes according to schedule.



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- School Name
- School ID
- E-mail Address
- Report Name
- Award Year
- Report Date
- Program (Pell Grant or Direct Loan)

Note: For Funded Disbursement List requests, please include the Batch ID and dollar amount associated with the report.

Keep in mind that the delay in generating COD Web site reports does not impact your ability to submit data requests via the COD Web site’s Pell Data Requests screen.



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)]



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The COD development team has resolved this issue and believes that it is no longer affecting schools. However, if you experience this issue in the future, please contact the COD School Relations Center.

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	√	