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**Student Financial Assistance**

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## **Session 33**

# ***Common Origination and Disbursement Customer Service:***

***The New Integrated Customer  
Service for Pell, Direct Loans, and  
Campus Based***



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# Agenda

- SFA Vision
- Customer Service Solution
- Transition Approach
- Where Does Your Call Go
- Wrap Up



# SFA VISION



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# SFA Vision

“The goal of Common Origination and Disbursement is to enable your business process.”

## *Key Modernization Initiative:*

### **Streamlines processes for :**

- Origination
- Disbursement
- Funding and Reconciling
- Commonality across origination and disbursement process

### **Integrates Customer Service for:**

- Pell Grants
- Direct Loans
- Campus-based programs



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# Customer Service Vision

“Common Origination and Disbursement Customer Service is about more than exception processing. It’s about creating a smooth day-to-day Federal Financial Student Aid delivery process to meet your customer needs.”

## *Key Customer Service Initiative:*

- Provide customer service that anticipates customer needs
- Maximize self-service for Pell, Direct Loans, and Campus Based processing
- Provide single point of service and combined support for origination and disbursement process



## ***COD Benefits for SFA***

- Promotes program integrity
- Fully web-enabled system available at all times (24x7)
- Supports consistent and on-going reconciliation for both Pell Grants and Direct Loans
- Supports integrated decision-making and customer service
- Improves documentation of interaction with schools



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# CUSTOMER SERVICE SOLUTION



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# *The Call Center Location*



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# *Operating Basics*

- Hours of Operations: 8 a.m to 8 p.m. eastern
  
- Toll-free Customer Service Numbers:
  - Current RFMS Customer Service 1-800-474-7268
  - Current DLOS Customer Service 1-800-848-0978
  
- New Mailing Address to come



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# Customer Service “More Than A Call Center”



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**Answer**

**C**ollect the information

**A**ssume nothing

**L**isten to the customer

**L**og the reason of the call

**A**nalyze the information

**N**ote results of the analysis/research

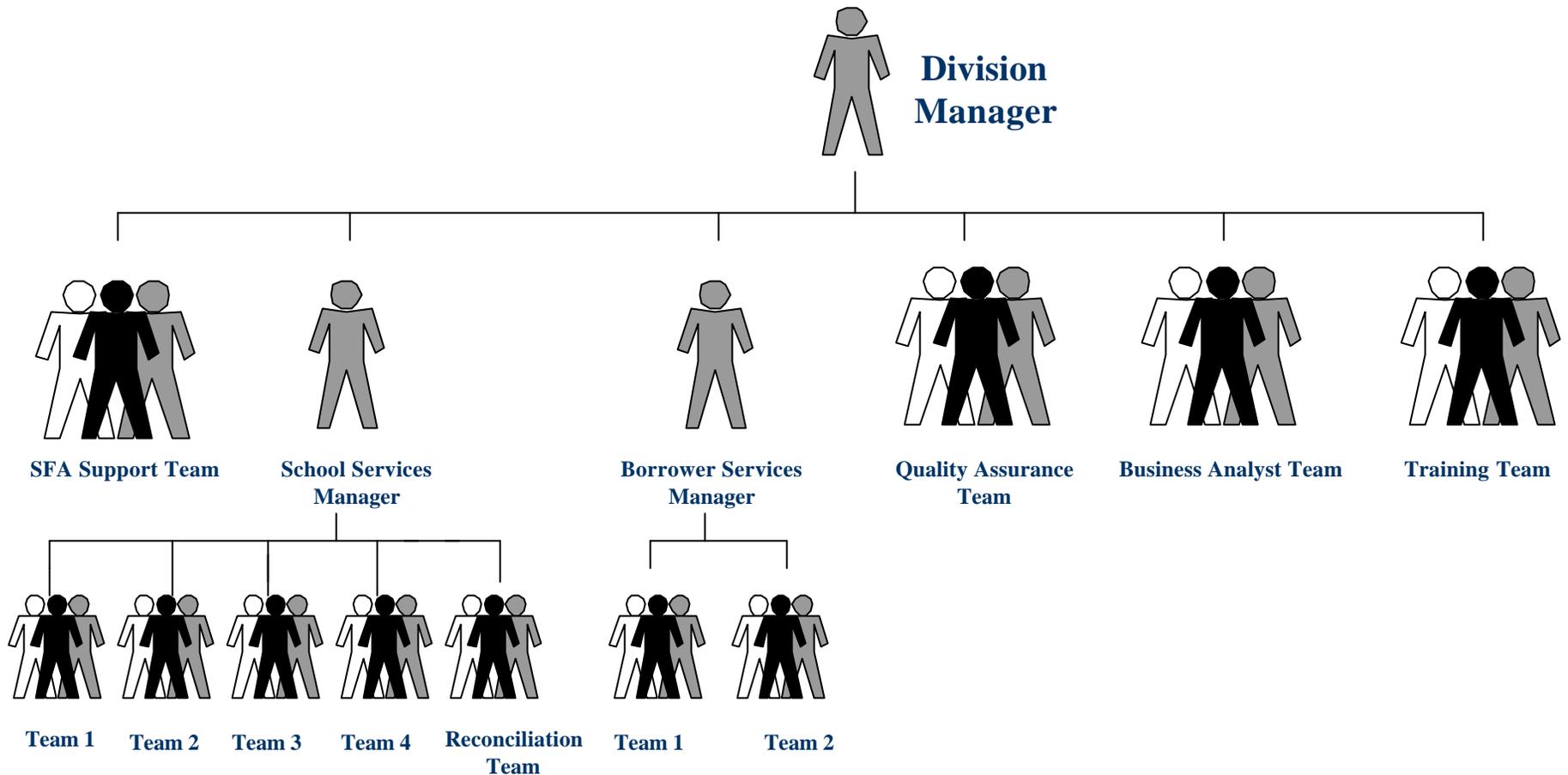
**S**ubstantiate the results of your research

**W**hat is the root cause of the problem/issue

**E**ngage other parties as necessary

**R**espond, resolve and record the result

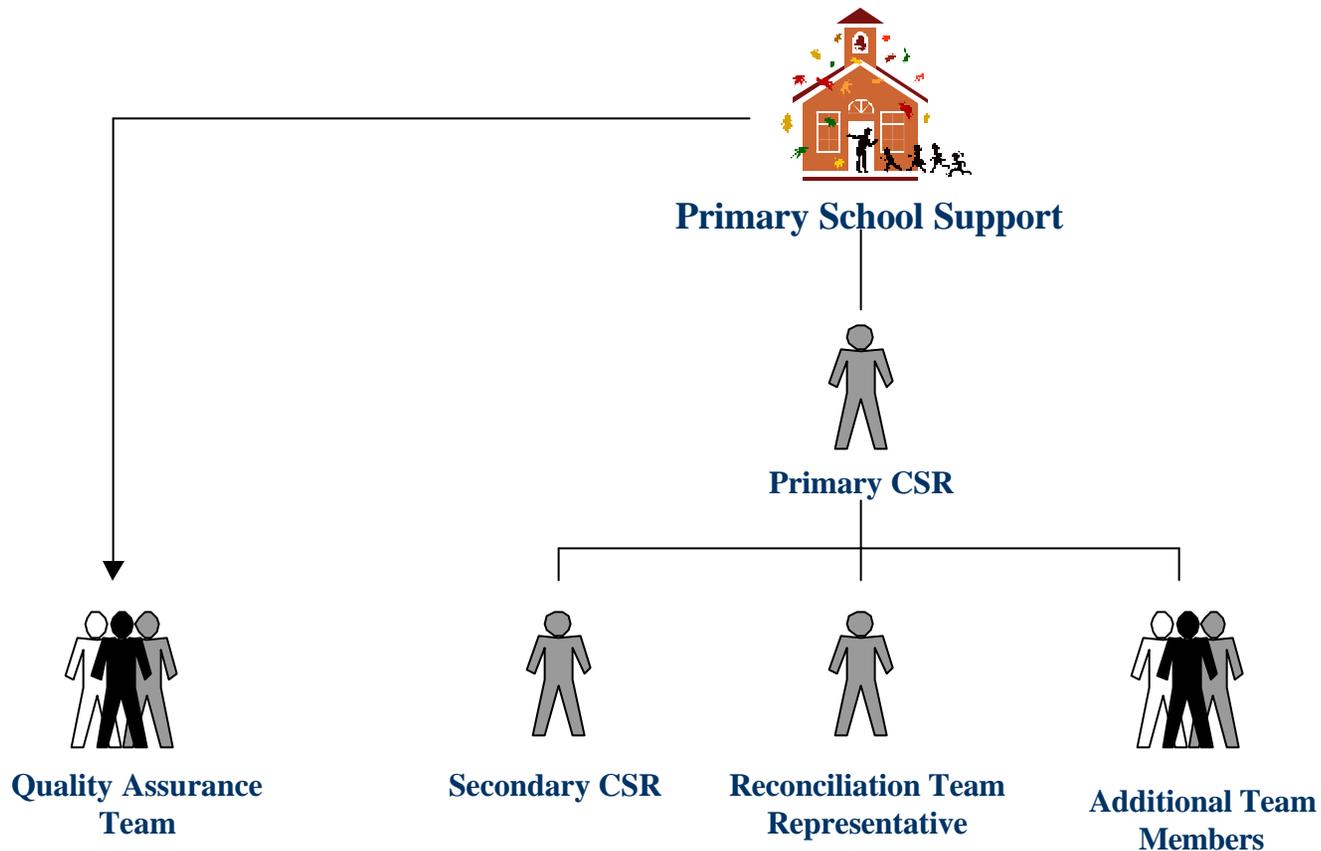
# Customer Service Support Organization





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# School Services Team





# Customer Service Teams

## *“Who will assist you?”*

### School Services

- Primary representative for each School/Service
- Secondary representative and a team of representatives
- Teams assigned by like processes, i.e. software provider
- Perform outreach activities

### Early Bird Team

- Begin at 5 a.m. eastern
- Identify COD production or processing issues from nightly processes
- Create plan to notify schools of processing issues
- Respond to “after hours” voice mail box



# *Customer Service Teams*

## *"Who will assist you?"*

### **Reconciliation Team**

- Assist with transaction balancing
- Provide funds management support
- Provide on-site support as needed
- Support GAPS & FMS exception research issues

### **Quality Assurance Team**

- Internal focus
- Monitor performance & quality of team representatives
- Conduct internal audits of servicer center operations & make recommendations to management
- Evaluate customer satisfaction with COD products and services
- Process trending analysis



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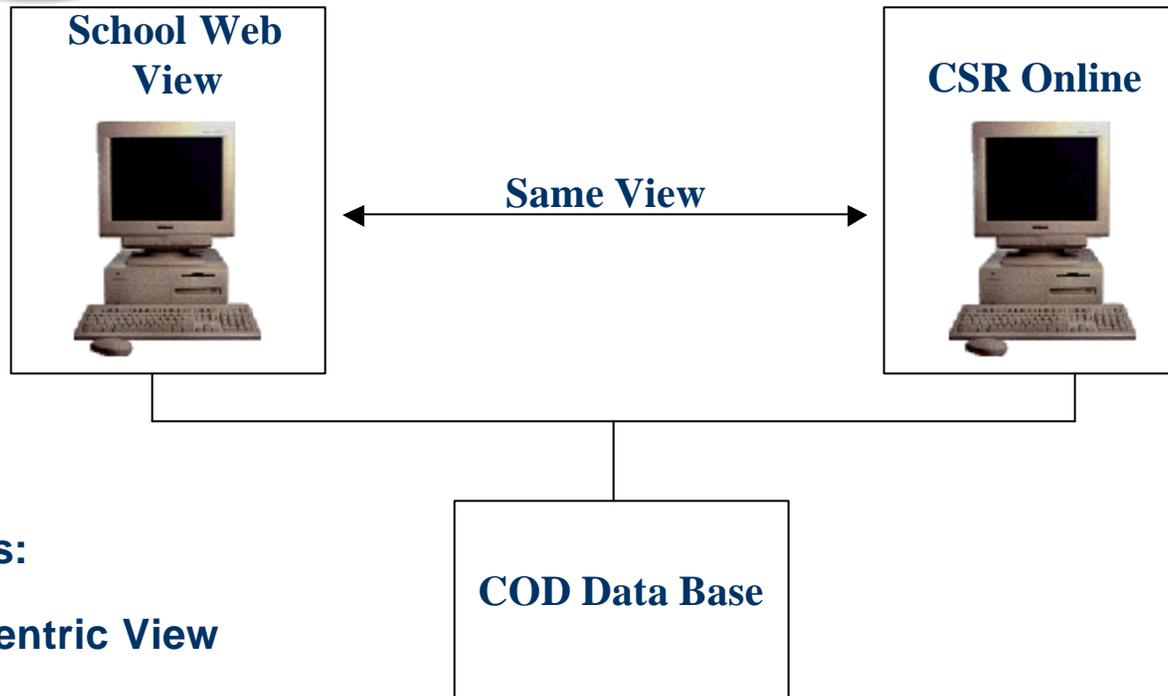
## *On-Line Functionality for Full Participants*

- Updates to data base via the On-Line/Web
- Ability to create award records via the On-Line/Web
- Releasing Pending/Action Records from the Web



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# The COD View



## Highlights:

- Student Centric View
- School Centric View
- Reject Record View
- Show All Errors View
- Pended Record View

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# Student Centric View

**SAMPLE**

Student Financial Assistance

U.S. DEPARTMENT OF EDUCATION  
**COMMON ORIGATION & DISBURSEMENT**

Fri Sep 21 14:47:46 EDT 2001

Person	School	Batch	Award	Reports	User
--------	--------	-------	-------	---------	------

▶ Person Search

▼ Person Info

- Detail
- Direct Loan
- Pell
- Campus-based
- All Awards
- Promissory Notes
- Credit Check
- Events
- Memo

▶ PNote Search

▶ Credit Check Search

▶ Credit Check Info

## Person All Awards Information

Doe, John

10/15/74

111111111

### Award Year

	Awarded		Disbursed	
<b>Total Financial Assistance</b>	\$	9,800.00	\$	4,500.00
<u>Pell Awards Total</u>	\$	800.00	\$	800.00
<u>Direct Loan Awards Total</u>	\$	5,500.00	\$	2,200.00
Total Subsidized	\$	2,200.00	\$	750.00
Total Unsubsidized	\$	2,100.00	\$	250.00
Total PLUS	\$	1,200.00	\$	1,200.00
<u>Campus Based Awards Total</u>	\$	3,500.00	\$	1,500.00
Total FWS	\$	2,750.00	\$	750.00
Total CWC	\$	-	\$	-
Total FSEOG	\$	500.00	\$	500.00
Total Perkins	\$	250.00	\$	250.00

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# School Centric View

**SAMPLE**

Student Financial Assistance

U.S. DEPARTMENT OF EDUCATION  
**COMMON ORIGATION & DISBURSEMENT**

Wed Sep 26 17:13:25 EDT 2001

Person	School	Batch	Award	Reports	User
▶ School Search	<b>School Yearly Totals</b>		Award Year <input type="text"/>		
▼ School Information	University of North Georgia		Administrative Relief		
Financial Aid Contact		<u>Total Awarded</u>	<u>Total Disbursed</u>	<u>Recipients</u>	
Eligibility	Total Pell Awards	\$8,000,000.00	\$ 5,600,000.00	8000	
General	Total Direct Loan Awards	\$3,500,000.00	\$ 2,450,000.00	5000	
Options	Total Subsidized	\$ 800,000.00	\$ 580,000.00	2000	
Events	Total Unsubsidized	\$2,400,000.00	\$ 1,680,000.00	2500	
Funding Info	Total PLUS	\$ 300,000.00	\$ 210,000.00	500	
Summary Financial	Total Campus Based Awards	\$3,000,000.00	\$ 2,100,000.00	1234	
Info	FSEOG	\$ 500,000.00	\$ 350,000.00	300	
Excess Cash	FWS	\$ 500,000.00	\$ 350,000.00	500	
Drawdowns	Perkins	\$1,750,000.00	\$ 1,225,000.00	234	
Historical	CWC	\$ 250,000.00	\$ 175,000.00	200	
Message List					
Message Detail					
▶ Performance Queues					
▶ Program Ceiling Amt.					

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# Reject Record View

**SAMPLE**

Student Financial Assistance

U.S. DEPARTMENT OF EDUCATION  
**COMMON ORIGATION & DISBURSEMENT**

Thu Oct 18 12:44:02 EDT 2001

Person	School	Batch	Award	Reports	User
<ul style="list-style-type: none"> <li>▶ Batch Search</li> <li>▶ Batch Information</li> <li>▼ Rejected Record Search               <ul style="list-style-type: none"> <li><a href="#">Rejected Record Search</a></li> </ul> </li> <li>▶ Action Queue</li> <li>▶ Untranslateable Batch Search</li> </ul>	<b>Rejected Record List</b>				
	<b>School</b>		<b>Start Date</b>		<b>End Date</b>
	University of Georgia		October 18, 2001		October 18, 2001
Batch 2001-10-0T09:09:09.0012345678 processed on December 23, 2001					
	<b>Name</b>	<a href="#">Armstrong, David</a>	<input type="button" value="Show All Errors"/>		<b>Status</b> Accepted
	<b>Award</b>		<a href="#">Pell</a>		<b>Status</b> Accepted
			<b>Disbursement</b>	<a href="#">1</a>	<b>Status</b> Accepted
	<b>Award</b>		<a href="#">123456789S03G11111001</a>		<b>Status</b> Accepted
			<b>Disbursement</b>	<a href="#">1</a>	<b>Status</b> <a href="#">Rejected</a>
			<b>Disbursement</b>	<a href="#">2</a>	<b>Status</b> Accepted



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# Show All Errors View



Student Financial Assistance

U.S. DEPARTMENT OF EDUCATION

**COMMON ORIGATION & DISBURSEMENT**

Thu Oct 18 12:45:03 EDT 2001

Person	School	Batch	Award	Reports	User
--------	--------	-------	-------	---------	------

- ▶ Batch Search

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- ▶ Batch Information

---

- ▼ Rejected Record Search
  - [Rejected Record Search](#)

---

- ▶ Action Queue

---

- ▶ Untranslateable Batch Search

## Batch Information

Block	Status	Column	Description
Armstrong, Fred	Rejected	SSN	Social security number must be numeric.
AW12345	Rejected	Award Id	Award ID must be numeric.
1	Rejected	Reference Number	Disbursement Reference Number Not Valid.

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SAMPLE

# Pended Record View

Student Financial Assistance

U.S. DEPARTMENT OF EDUCATION  
COMMON ORIGATION & DISBURSEMENT

Thu Oct 18 13:09:13 EDT 2001

Person	School	Batch	Award	Reports	User
--------	--------	-------	-------	---------	------

- ▶ Batch Search
- ▶ Batch Information
- ▶ Rejected Record Search
- ▼ Action Queue
  - Action Queue
- ▶ Untranslateable Batch Search

### Action Queue List

School	Start Date	End Date	Filter by Status
University of Georgia	October 18, 2001	October 18, 2001	Pended

Name	Award ID	Disbursement	Status	Process
Armstrong, David	123456789S03G11111001	1	Pended	<input type="checkbox"/>
	123456789S03G11111002	1	Pended	<input type="checkbox"/>
		2	Pended	<input type="checkbox"/>

Process Selected Disbursements



# Outreach Services

- Call campaign for verification
- Call campaign for unsubstantiated disbursements
  - Reject transaction trending
- Additional outreach activities as needed
  - Call and email volume
    - Identify issue by servicer/developer
    - Identify issue by Pell, Direct Loan or Campus Based



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# *Reporting Tools*

- Reports generated today
- New reports for student/program view
- Batch and on-line capability



# Testing

**“ Customer Service will support User Acceptance Testing and school testing working as a liaison between the end users and systems development team.”**

## **User Acceptance and School Testing**

- **Winter/ Spring 2002**
- **Customer service staff integral in SFA’s User Acceptance Testing (UAT)**



# Training Program

**“Training will contain a strong focus on excellence in Customer Service. Training will be a performance based training method that certifies both knowledge and skill application.”**

Successful 6-Week training program

## ***Individual Training Plan:***

- Training on program knowledge
- Training modules for COD system interfaces
- Computer based training
- Problem solving/Root cause analysis
- Role playing
- OJT (On-the-Job-Training)
- Self-paced learning packets
- Recurrent training based on needs analysis
- Annual re-certification

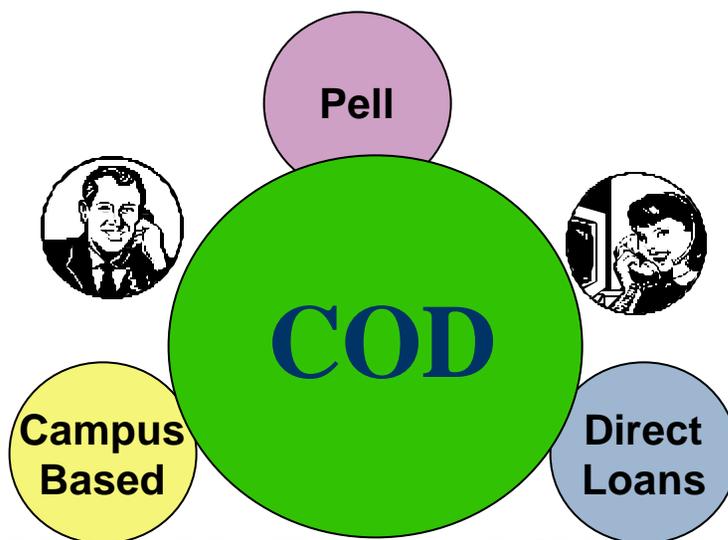


# TRANSITION APPROACH

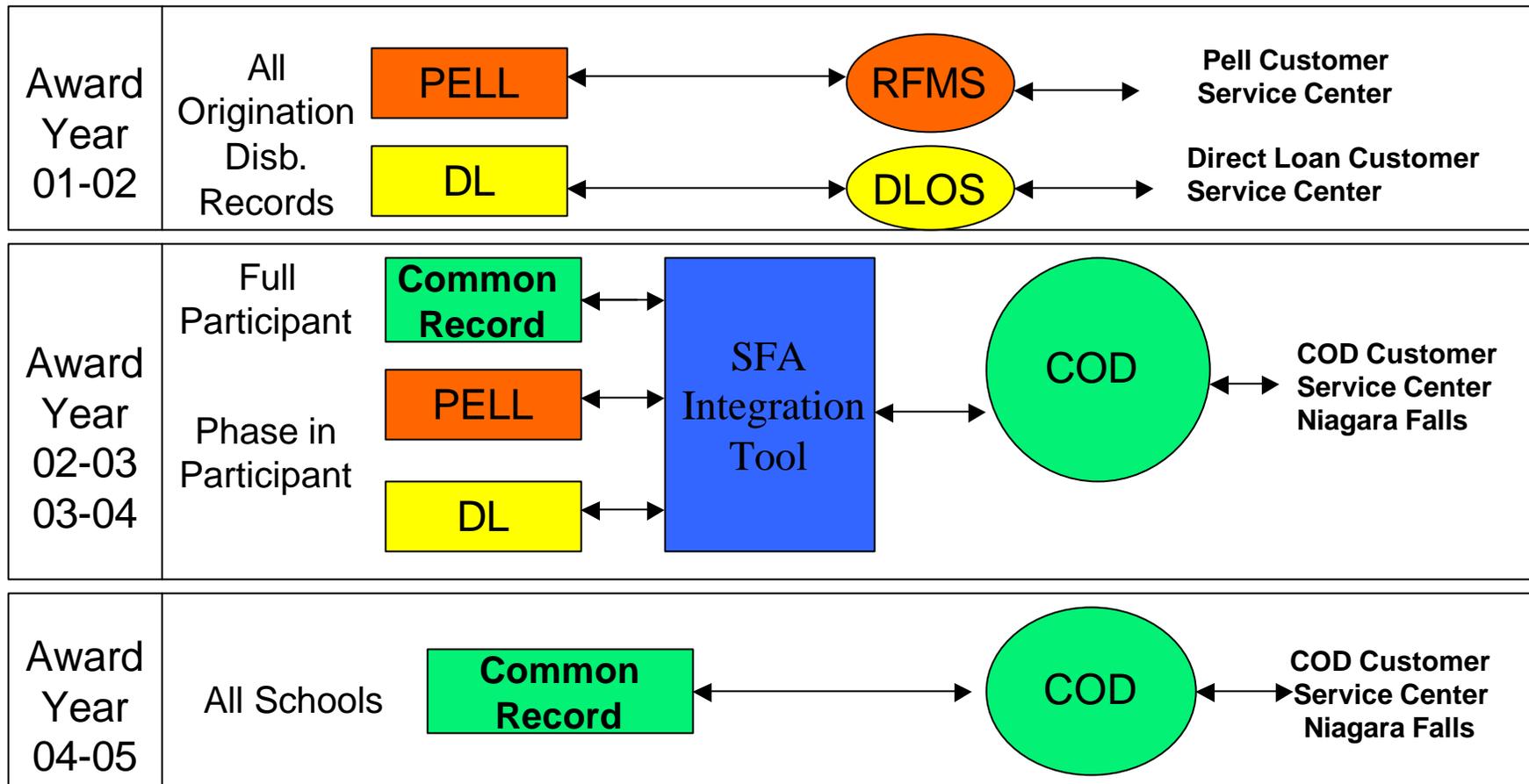


# Virtual Customer Service Center

- Single entry point of service
- Warm hand-offs and joint calls with RFMS, DLOS, and other support groups
- CSR “buddies”
- Information sharing between centers



# Transition

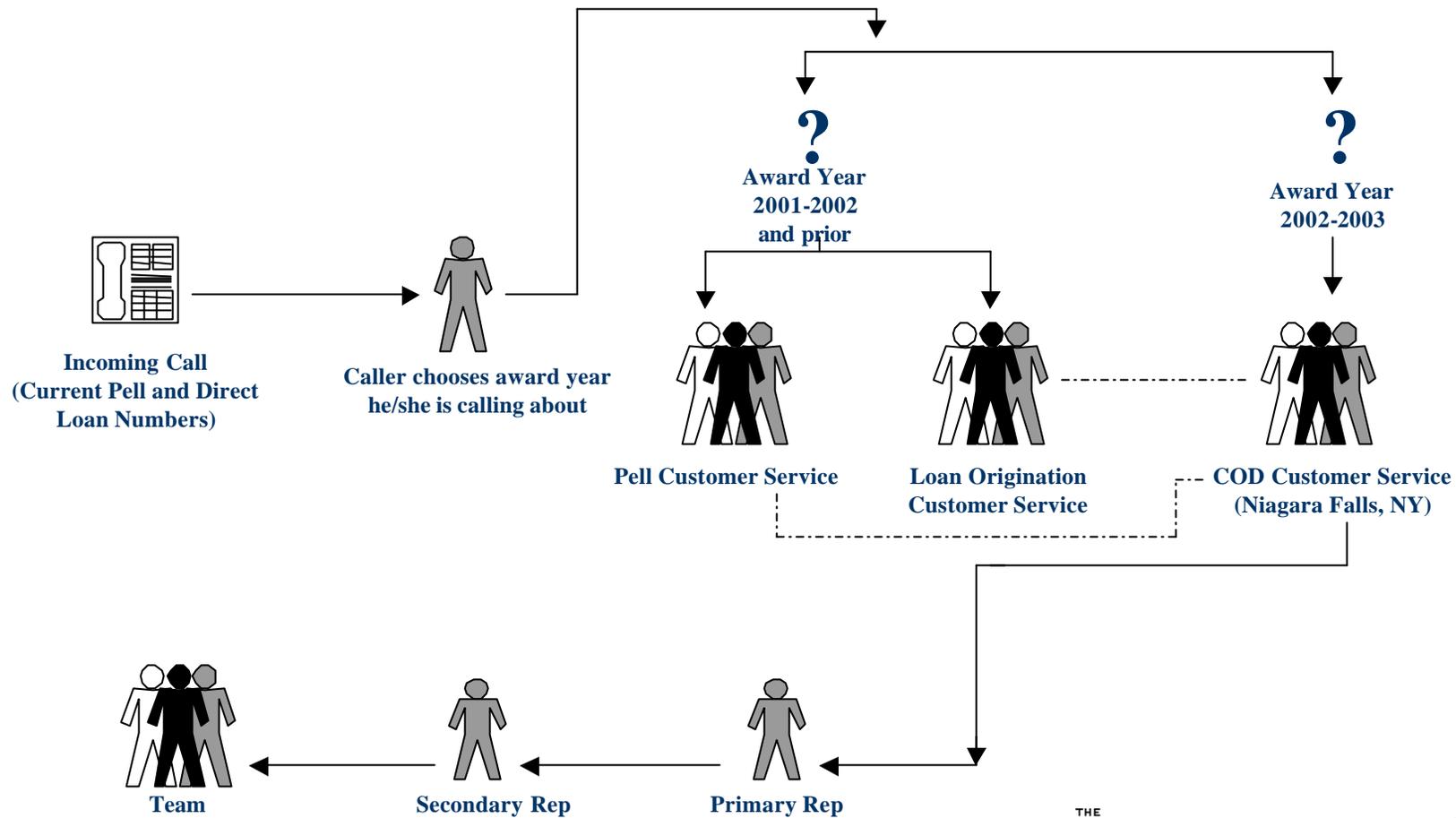




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# Transition

## The Virtual Call Center Solution



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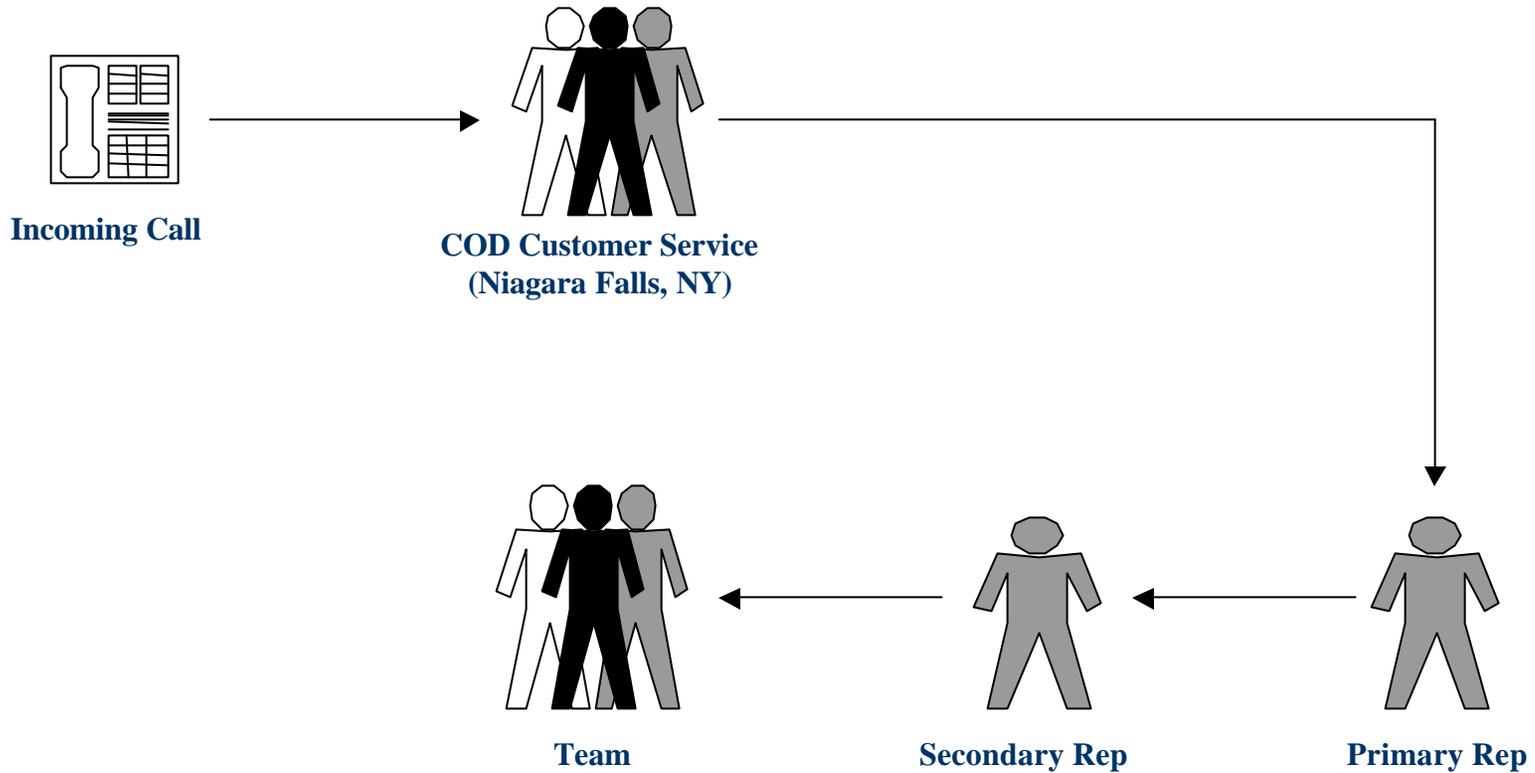
## *Other Transition Highlights*

- November 2002 - Migrate RFMS data to COD
- December 2002 - Migrate open DLOS data to COD
- Early 2003 - COD center services all inquiries



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# End State: Early 2003

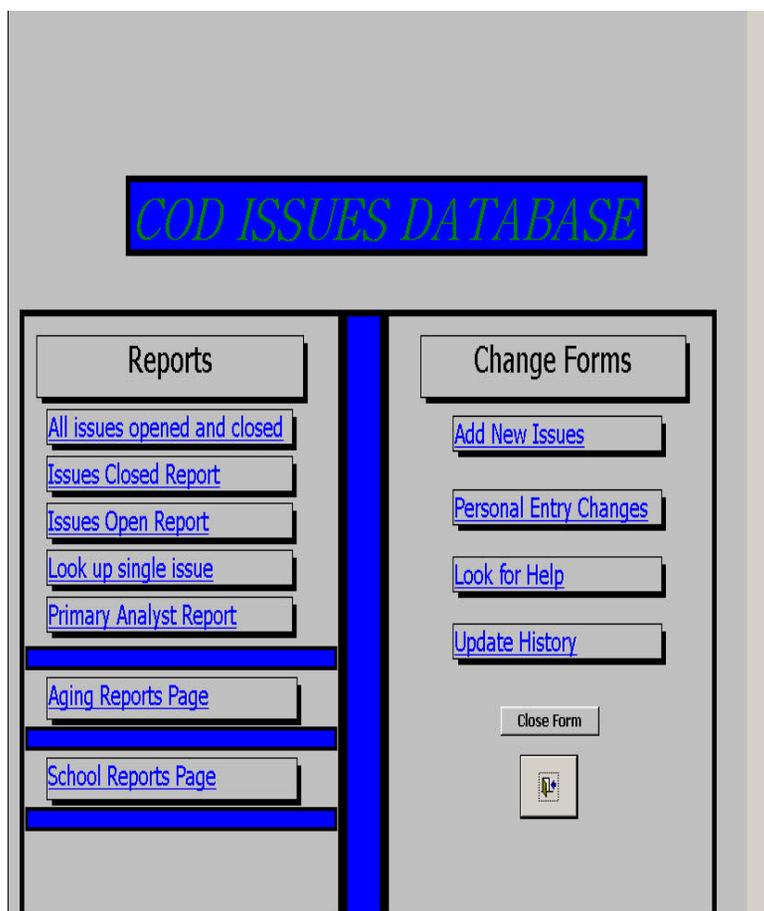




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# WHERE DOES YOUR CALL GO?

# Customer Service Issues Tracking Database



The screenshot shows a web interface for the 'COD ISSUES DATABASE'. At the top, the title 'COD ISSUES DATABASE' is displayed in a blue box. Below the title, the interface is divided into two main sections: 'Reports' on the left and 'Change Forms' on the right. The 'Reports' section contains several buttons: 'All issues opened and closed', 'Issues Closed Report', 'Issues Open Report', 'Look up single issue', 'Primary Analyst Report', 'Aging Reports Page', and 'School Reports Page'. The 'Change Forms' section contains buttons for 'Add New Issues', 'Personal Entry Changes', 'Look for Help', and 'Update History'. At the bottom of the 'Change Forms' section, there is a 'Close Form' button and a small icon.

Customer Service representatives use the tracking database to:

- open new issues
- search issues
- update history
- run reports
- track issues
- trend data



# WRAP UP



# Customer Service

## “Where to go for answers?”

Question	Contact Points	Contact Points
	Award Years 2001/2002 and Prior	Award Years 2002/2003 and After
Who do I call for Customer Service support? * No changes to phone numbers, calls will be routed based on Award Year.	1-800-848-0978 * School Services-LOC Montgomery, AL  1-800-557-7395 TDD  1-800-474-7268 * Pell Customer Service Rockville, MD	No change except new TDD and fax
Where to send mail? (Direct Loans)	474 S. Court Street, Suite 400 Montgomery, AL 36104-4102	COD- addresses to be established
Where to send excess cash? (Direct Loans)	P.O. Box 530260 Atlanta, GA 30353-0260 For award years prior to 2002/2003	COD- addresses to be established
Where to send prom-notes?	474 S. Court Street, Suite 400 Montgomery, AL 36104-4102	No change
How to get Plus credit check?	<a href="http://www.lo-online.ed.gov">www.lo-online.ed.gov</a>	New COD web address to be provided
Who do borrowers call for Customer Service support and credit over ride requests? (Direct Loans)	1-800-557-7394 Applicant Services	No change
Where do my records go?	DLOS and RFMS	COD Regardless of Common Record Adoption
How do I request bulk fulfillment items?	1-800-848-0978 or fax request to LOC	No change



# Where to get More Information

For frequent updates on COD's development, check:

- *The Schools Portal: [sfa4schools.sfa.ed.gov](http://sfa4schools.sfa.ed.gov)*
- *Information for Financial Aid Professionals (IFAP): [ifap.ed.gov](http://ifap.ed.gov)*
- *Questions regarding COD: Call the SFA Customer Service Call Center at (202)433-7327*



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# School Portal

**Welcome to SFAI - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Address <http://sfa4schools.sfa.ed.gov/SFAPortal/home/index1.htm>

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**Schools Channel**  
 U.S. Department of Education  
 Student Financial Assistance

Thursday, October 4  
*"We Help Put America Through School"*

Home Portal Help FAQs Contacts Got a Question? Portal Feedback

Optimized for 4.X Browsers and Above - [Download Here](#)

**SFA Links\***

**Reference Library**

- Advisory Committee on Student Financial Assistance
- Campus Security
- ED Home Page
- IFAP Home Page
- National Association of Student Financial Aid Administrators
- Regional Associations of Student Financial Aid Administrators
- SFA Guidance Relating to Terrorist Attacks
- SFA Home Page
- SFA Publications By Title (IFAP)
- SFA Publications By Topic (IFAP)
- State Associations of Student Financial Aid Administrators

**Student Data**

**SFA Headlines** [More Headlines](#)

**SFA Policy and Rule Changes**

- Recent Terrorist Attacks -- Persons Affected by Military Mobilization
- Recent Terrorist Attacks-Relief for Borrowers

**SFA Search Tool**

SFA Links & IFAP Database

**My SFA- Sign Up Now!**

USERNAME:  [Privacy Statement](#)

PASSWORD:  [CUSTOMIZE](#)

**SFA Calendar**

Events							Deadlines							Training							NPRMs													
October 2001																																		
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa							
30	1	2	3	4	5	6																												

**Thursday, October 4**

Start | Internet | 4:30 PM

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# IFAP

IFAP - Information for Financial Aid Professionals - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History Print

Address <http://ifap.ed.gov/IFAPWebApp/currentCODYearPag.jsp?p1=2002-2003&p2=c> Go Links

Home SFA Portal What's New Feedback Site Map

**IFAP** SFA Information for Financial Aid Professionals U.S. Department of Education

**SFA Library - Current SFA Publications - - Common Origination & Disbursement (COD)**

**Member Services**

- Current Publications by Title
- Publications by Topic
- Archived Publications by Title

**Search Tool**

**SFA Customer Support**

**CSCC**

**Common Origination & Disbursement:** Questions about the Common Origination and Disbursement process can be sent to the Customer Service Call Center using IFAP's "Feedback" button, found in the upper right hand corner of the IFAP pages.

- [09/28/2001](#) Common Origination and Disbursement is Coming!
- [08/31/2001](#) XML Schema for the Common Record
- [08/24/2001](#) Version 2.1 of the Draft Common Origination and Disbursement Technical Reference
- [08/08/2001](#) Version 2.0 of the Draft Common Origination and Disbursement Technical Reference
- [07/22/2001](#) 2001 NASFAA Conference Common Origination and Disbursement Presentation Materials
- [07/20/2001](#) An Overview of the Common Origination and Disbursement(COD) Process.
- [07/20/2001](#) Draft of the Common Origination and Disbursement Technical Reference
- [07/19/2001](#) An Overview of XML and the Common Record
- [07/19/2001](#) Frequently Asked Questions About Common Origination and Disbursement (COD)

Start | Internet | Inbox - Micr... | SFA - Scho... | IFAP - Info... | Microsoft P... | 2:20 PM

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## *Other COD Sessions*

- Pell: 02-03 Processing Changes- **Session 29**
- Direct Loans: 02-03 Processing Changes- **Session 32**
- What is the Common Record?- **Session 35**
- The Big Picture- **Session 39**
- Tools for Monitoring Pell & Direct Loan Funds- **Session 41**
- Mini On-Line Session- **Session M13**
- PC Lab with COD Web Prototype



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# Questions

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