



COD Processing Update

April 9, 2004

Direct Loan

COD News

COD Web Site Outage April 11, 2004 (04/08/04)

The COD web site will undergo routine maintenance Sunday, April 11, 2004 and is expected to be unavailable from 2:00 AM until 8:00 AM eastern time. COD apologizes for any inconvenience this may cause. If you have any questions about COD, please contact the COD School Relations Center.

EDEXpress for Windows 2004-2005, Release 2.0 Guidance for COD Web-Initiated Direct Loan Disbursements (04/08/04)

The U.S. Department of Education's new EDEXpress for Windows 2004-2005, Release 2.0 software continues to enable Direct Loan module users to exchange actual disbursement data with the COD System via the COD web site (www.cod.ed.gov). Note: Release 2.0 provides EDEXpress Direct Loan users with the option of using the COD web site for Direct Loan disbursement data activities ONLY. EDEXpress users should not originate a loan or make changes to origination data on the COD web site if they wish to keep their databases synchronized with the COD database.

Detailed information regarding disbursement activities that can be performed via the COD web site by EDEXpress Direct Loan users is available as an Electronic Announcement on the IFAP web site at: <http://www.ifap.ed.gov/eannouncements/0405EDEDLWebInitiatActi0405.html>.

Prior to submitting any Direct Loan data via the COD web site, a school should verify that its web activity response option is set to "Y" on the COD web site's School Options Information screen. This will ensure that responses are received for web-based activities.

In order to verify that you are set up to receive responses for web-based activities:

1. Access the COD web site, www.cod.ed.gov.
2. From the School Summary Information screen, click on the Options link (located on the left side of the screen) to display the School Options Information screen.
3. If the Web Activity Response Option field is set to "N", you will need to update this option to "Y" by clicking on the Update tab (located at the bottom of the School Options Information screen). The School Options Update screen will be displayed.
4. From the School Options Update screen, select "Y" from the dropdown box in the Web Activity Response Option field and then click on the Update tab.

If you need assistance using EDEXpress, please contact CPS/SAIG Technical Support at 800/330-5947 or via e-mail at CPSSAIG@pearson.com.



COD Processing Update

Direct Loan School Account Statement (SAS) Report Were Delayed [04/06/04 Updated (04/08/04)]

The Direct Loan SAS report is usually pushed to schools' SAIG mailboxes the Monday afternoon following the first weekend of each month. However, the Direct Loan SAS report that should have been pushed to schools' SAIG mailboxes on April 5, 2004, was held while Department staff reviewed the statements to ensure that some minor changes made to the report worked correctly. These changes were made as part of COD's 2004-2005 software release in March 2004.

The review was completed, and COD pushed the Direct Loan SAS report to schools' SAIG mailboxes on April 6, 2004. COD apologizes for any inconvenience this may have caused.

Resolved Issues Section of COD Processing Update (04/07/04)

In response to recent feedback, COD has enhanced the Resolved Issues section of the COD Processing Update to contain issues that have been resolved within the past 14 calendar days. Previously, the Resolved Issues section in the COD Processing Update contained issues that had been resolved within the past 7 calendar days. Also, this section will continue to contain vital information about any clean up action that has been taken by COD or is needed by schools.

Clarification of Transaction Date Field and GAPS Debit Date Field (04/06/04)

On March 18, 2004, the Department issued DLB-04-08 with information about the Transaction Date field on the School Account Statement (SAS) report and the GAPS Debit Date field on the COD web site's Cash Activity Screen. The bulletin included inaccurate information about changes related to these two fields that were made as part of the 2004-2005 COD System functionality implemented March 12-14, 2004. The Department issued a new bulletin that corrected the inaccurate information and that should be used for future reference. The new bulletin, DLB 04-11, is available on IFAP at: <http://www.ifap.ed.gov/dlbulletins/DLB0411.html>.

Following an upcoming GAPS software update, the Transaction Date field on the SAS report and the new GAPS Debit Date field on the COD web site's Cash Activity Screen will be populated with the GAPS debit date that COD receives from GAPS. The GAPS software update that includes this functionality is tentatively scheduled for April 18, 2004. As a result—

- ***For new transactions that enter the COD System before the April 18, 2004 GAPS software update***, the Transaction Date field on the SAS report will be populated with the COD processing date (i.e., the date that the transaction posted in the COD System) as has been used on the SAS report to date. On the COD web site's Cash Activity Screen, the GAPS Debit Date field will be blank.
- ***For new transactions that enter the COD System after the April 18, 2004 GAPS software update***, the Transaction Date field on the SAS report and the GAPS Debit Date field on the COD web site's Cash Activity Screen will be populated with the GAPS debit date that COD receives from GAPS.

If you have any questions, please contact the COD School Relations Center.



COD Processing Update

Availability of EDEExpress for Windows 2004-2005, Release 2.0 (04/06/04)

The U.S. Department of Education is pleased to announce the release of EDEExpress for Windows 2004-2005, Release 2.0, on the Department's Federal Student Aid Download (FSADownload) Web site (located at <http://fsadownload.ed.gov>). This release adds Pell and Direct Loan processing functionality for the 2004-2005 cycle.

In addition, the following EDEExpress for Windows 2004-2005 documents are available on the FSADownload Web site:

- 1) The EDEExpress for Windows 2004-2005, Release 2.0 Cover Letter
- 2) The EDEExpress for Windows 2004-2005, Release 2.0 Desk Reference (covers Pell and Direct Loan processing functionality)

These documents, along with the EDEExpress for Windows 2004-2005 Installation Guide (also available on the FSADownload Web site) contain important information regarding EDEExpress functionality and enhancements that schools should review.

If you need assistance connecting to the FSADownload site, downloading EDEExpress in single or multiple file format, or with the installation or use of EDEExpress, please contact CPS/SAIG Technical Support at 800/330-5947 or via e-mail at CPSSAIG@pearson.com.

Resolved Issues

Credit Check Processing on COD Web Site [03/18/04 (Updated 3/26/04)]

COD previously notified schools that the ability to process credit checks for Direct Loan PLUS awards on the COD web site was not working properly. As of March 26, 2004 this functionality has been restored. Schools should now be able to perform credit checks online. If you experience any problems with this functionality, please contact the COD School Relations Center.

Current Issues

Delay in Receiving Funding (04/08/04)

Due to issues identified within the COD System, some schools may experience a delay in receiving their Pell Grant or Direct Loan funding. This is affecting requests made on Monday, April 5, 2004. We anticipate that these issues will be resolved shortly and will provide appropriate updates. We apologize for any inconvenience and are working to resolve the issues as soon as possible.

If you have any questions about COD or your funding, please contact the COD School Relations Center.



COD Processing Update

COD Edit 116 Not Working Correctly [01/06/04 (Updated 03/26/04)]

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. The COD development team has created the test scenarios and is testing them. We will provide updates on this issue as progress is made.

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, we implement 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. We understand that it causes confusion when data does not match between the systems and work to resolve any discrepancies as quickly as possible.

Direct Loan Reports On COD Web Site [11/12/03 (Updated 03/24/04)]

Schools previously reported to COD that they were unable to view their Direct Loan reports on the COD web site. When trying to access the report the school received an error message stating “*No status information is available for this NewsItem*”. The error occurred when the report was retrieved as it was being assembled for the web site. This caused the report to stop processing before it was completed. As a result, the report was not available on the web site for schools.

COD has worked on the issue and believes that it is now resolved. However, we are waiting until the next run of the monthly reports in order to verify the results. In the meantime, if you are unable to retrieve your school's reports on the COD web site contact the COD School Relations Center with the report information.

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), we 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. We 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.



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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.

COD Web Site Response Time (03/19/04)

COD has learned that users of the COD web site 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 is currently researching the cause of the issues and monitoring the web site during these times. We are asking users to be patient. In the meantime, COD Customer Service would like schools to e-mail screen shots of any errors received while performing a search to the COD School Relations Center at CODSupport@acs-inc.com. COD will provide updates as they become available.

Linking Promissory Notes and Awards With Punctuation (03/19/04)

COD has found an issue with the linking of promissory notes to awards that contain punctuation (such as a period, hyphen, or apostrophe) in the first two characters of the first name. This is resulting in awards being unable to link to a valid promissory note.

The COD development team is working in conjunction with the promissory note imaging team to resolve this issue. The promissory note imaging team has implemented a code fix that will allow the promissory note information to be transmitted properly to the COD System for processing. We are now developing the cleanup plan to correct this issue. COD will provide updates as they become available.

Online Changes Generating Promissory Note Packages In Error [12/16/03 (Updated 03/19/04)]

COD has noticed that, in some cases, when changes are made to a Direct Loan record on the COD web site, COD is generating additional promissory note packages to borrowers. Generally, the awards have already been linked to a promissory note and borrowers can ignore the additional correspondence.

This issue has been analyzed and is in the issues resolution process. However, it has been found to not affect data processing and has been given a lower priority for resolution. Therefore, progress will be slow and COD will provide updates as they become available.

Inactive MPN Not Viewable on COD Web Site [02/17/04 (Updated 3/19/04)]

When COD is notified by the Direct Loan Servicing System that a borrower has filed for bankruptcy or is deceased, the status for the MPN or MPNs associated with the applicable loans is changed to Inactive. 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.



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Changes to Award and Disbursement Amounts Not Processed Correctly [11/05/03 (Updated 03/19/04)]

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 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 has been designed and is now being tested by our development team. We will provide updates as they become available.

Missing Promissory Note Acknowledgments [02/06/04 (Updated 03/19/04)]

The COD School Relations Center has found that Phase-In Participants are not receiving promissory note acknowledgements (DIPA or #A) when a change is made to a loan and the loan then is linked to a valid promissory note. COD resources are performing analysis for impact and prioritizing this issue. COD will provide updates to the community as progress is made.

In the meantime, if your school is in need of a promissory note acknowledgement, please e-mail CODSupport@acs-inc.com or fax (1-877-623-5082) the award IDs for which a promissory note acknowledgement is needed. COD will send the promissory note acknowledgements to your school's SAIG mailbox within 48-72 hours after receipt of the request.

COD Edit 089 Rejecting Incorrectly [10/30/03 (Updated 03/19/04)]

COD has determined there are two separate issues involving COD Edit 089 (Invalid Disbursement Due To Pending Bankruptcy). These are described below:

- The first issue affects students that have filed for bankruptcy and whose loans have since been discharged. The schools have obtained the new promissory note and sent in the origination for a new loan (which was accepted). When the school is trying to send in the disbursement record (dated after the discharge date) they are rejecting for COD Edit 089.
- The second issue occurs when schools are trying to zero the existing award and disbursement when a student files for bankruptcy (prior to obtaining a new promissory note). When the schools are attempting to zero the disbursement they receive COD Edit 089.

The COD development team is still continuing to research the code and associated processing issues and will report updates as they become available.

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 we believe 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



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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.

- 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 we will provide updates as they become available.

Direct Loan Rebuild File (03/12/04)

COD has discovered another issue with the Direct Loan Rebuild file. In some cases, the anticipated disbursement information fields in the report are being populated with the end date of the loan period and a \$0 amount instead of the correct anticipated disbursement date and anticipated disbursement amount. COD is researching the cause of the incorrect data in the report, and 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.



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Disbursements Not Displaying on COD Web Site [12/11/03 (Updated 03/08/04)]

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 the clean up plan for the affected records has been developed, and will be performing the cleanup shortly. COD continues to test 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.

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. We 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.

COD Cash Activity Screen Inaccurate (02/19/04)

COD has discovered that the COD Cash Activity screen is not always displaying every drawdown that is reflected in the GAPS Activity Report. COD is researching the cause of this discrepancy and determining the root cause. We currently believe this is a Direct Loan issue only. However, if you have any Pell Grant examples of this issue, please report them to the COD School Relations Center so that they can be researched.



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Pell Grants

COD News

COD Web Site Outage April 11, 2004 (04/08/04)

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EExpress for Windows 2004-2005, Release 2.0 Guidance for COD Web-Initiated Pell Origination and Disbursement Activity (4/8/04)

The U.S. Department of Education's new EExpress for Windows 2004-2005, Release 2.0 software continues to enable Pell module users to exchange origination and actual disbursement data with the COD System via the COD web site (cod.ed.gov).

Detailed information regarding origination and disbursement activities that can be performed via the COD web site by EExpress Pell Grant users is available as an Electronic Announcement on the IFAP web site at:

<http://www.ifap.ed.gov/eannouncements/0406PellWebInitiatedActNetMsg0405.html>.

Prior to submitting any Pell Grant data via the COD web site, a school should verify that its web activity response option is set to "Y" on the COD web site's School Options Information screen. This will ensure that responses are received for web-based activities.

In order to verify that you are set up to receive responses for web-based activities:

1. Access the COD web site, www.cod.ed.gov.
2. From the School Summary Information screen, click on the Options link (located on the left side of the screen) to display the School Options Information screen.
3. If the Web Activity Response Option field is set to "N", you will need to update this option to "Y" by clicking on the Update tab (located at the bottom of the School Options Information screen). The School Options Update screen will be displayed.
4. From the School Options Update screen, select "Y" from the dropdown box in the Web Activity Response Option field and then click on the Update tab.

If you need assistance using EExpress, please contact CPS/SAIG Technical Support at 800/330-5947 or via e-mail at CPSSAIG@pearson.com.

Resolved Issues Section of COD Processing Update (04/07/04)

In response to recent feedback, COD has enhanced the Resolved Issues section of the COD Processing Update to contain issues that have been resolved within the past 14 calendar days. Previously, the Resolved Issues section in the COD Processing Update contained issues that had



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been resolved within the past 7 calendar days. Also, this section will continue to contain vital information about any clean up action that has been taken by COD or is needed by schools.

2003-2004 Global Reduction of CFL (04/06/04)

Each Spring, as a part of routine funds control, the Department of Education reduces a school's Current Funding Level (CFL) to the amount of the Total Net Accepted and Posted Disbursements. In early March 2004, a text message was sent to the SAIG mailboxes of potentially affected schools as a warning that if a school's CFL exceeded the Total Net Accepted and Posted Disbursements as of April 2, 2004, the school's CFL would be reduced to that amount.

On April 5, 2004, COD reduced the CFLs of approximately 100 schools to the amount of their Total Net Accepted and Posted Disbursements. Also, a text message was sent to the affected schools' SAIG mailboxes notifying them of the amount of the reduction. If you have any questions regarding this message, please contact the COD School Relations Center.

Availability of EDEXpress for Windows 2004-2005, Release 2.0 (04/06/04)

The U.S. Department of Education is pleased to announce the release of EDEXpress for Windows 2004-2005, Release 2.0, on the Department's Federal Student Aid Download (FSADownload) Web site (located at <http://fsadownload.ed.gov>). This release adds Pell and Direct Loan processing functionality for the 2004-2005 cycle.

In addition, the following EDEXpress for Windows 2004-2005 documents are available on the FSADownload Web site:

- 1) The EDEXpress for Windows 2004-2005, Release 2.0 Cover Letter
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These documents, along with the EDEXpress for Windows 2004-2005 Installation Guide (also available on the FSADownload Web site) contain important information regarding EDEXpress functionality and enhancements that schools should review.

If you need assistance connecting to the FSADownload site, downloading EDEXpress in single or multiple file format, or with the installation or use of EDEXpress, please contact CPS/SAIG Technical Support at 800/330-5947 or via e-mail at CPSSAIG@pearson.com.

2003-2004 Verification Status Code "W" Warning Message [4/01/04 (Updated 4/02/04)]

On April 2, 2004, COD generated a text message (PGTX04OP) as well as a file of student records (PGRC04OP) to the SAIG mailboxes of approximately 600 schools that have one or more student records still reported with a verification status code of "W". The message is a warning that these disbursements will be considered overawards and reduced to a zero dollar amount (\$0.00), even if the disbursements were previously accepted in the COD System.

Unfortunately, the warning message indicated that the reduction of the affected disbursements was scheduled to occur on April 1, 2004 instead of April 30, 2004. COD has sent a corrected warning message to the affected schools.



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An electronic announcement regarding the warning message has been posted on the IFAP web site at <http://www.ifap.ed.gov/eannouncements/0331VerificationReporting0304.html>.

COD would like to apologize for any inconvenience this may have caused. If you have questions about the warning message or about reporting verification status codes to the COD System, contact the COD School Relations Center.

Resolved Issues

First 2002-2003 ACA Payments Displayed As Drawdowns In COD [09/18/03 (Updated 04/01/04)]

COD previously notified schools of an issue where the first ACA payments for 2002-2003 were displaying on the COD web site as drawdowns. This caused a school to appear as if it had unsubstantiated cash.

COD completed the cleanup of this issue, and schools will no longer see their first 2002-2003 ACA payments reflected as drawdowns on the Funding Information screen. Additionally, COD created a negative adjustment transaction on the Cash Activity screen dated March 26, 2004 containing the same amount as the original ACA payment. The negative transaction offsets the erroneous positive transaction.

COD believes this cleanup is resolved. If you experience any occurrences of this issue in the future, please contact the COD School Relations Center.

COD Issue from 2004-2005 System Implementation [03/17/04 (Updated 3/25/04)]

Previously COD notified you of the following system issue that was related to the 2004-2005 system implementation.

- When performing an Applicant Search, the COD System was not decoding the SSA match flag field properly. As a result, users were viewing a number value of 1-4 instead of the description.

COD development corrected the coding problem on March 24, 2004. The correct description for the SSA match flag now appears on the COD web site.



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Current Issues

Delay in Receiving Funding (04/08/04)

Due to issues identified within the COD System, some schools may experience a delay in receiving their Pell Grant or Direct Loan funding. This is affecting requests made on Monday, April 5, 2004. We anticipate that these issues will be resolved shortly and will provide appropriate updates. We apologize for any inconvenience and are working to resolve the issues as soon as possible.

If you have any questions about COD or your funding, please contact the COD School Relations Center.

COD Edit 115 Not Working Correctly (04/06/04)

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 these issues, and we will provide updates as they become available.

COD Edit 116 Not Working Correctly [01/06/04 (Updated 03/26/04)]

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. The COD development team has created the test scenarios and is testing them. COD will provide updates on this issue as progress is made.

COD Web Site Response Time (03/19/04)

COD has learned that users of the COD web site 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 is currently researching the cause of the issues and monitoring the web site during these times. We are asking users to be patient. In the meantime, COD Customer Service would like schools to e-mail screen shots of any errors received while performing a search to the COD School Relations Center at CODSupport@acs-inc.com. COD will provide updates as they become available.



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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.

Disbursements Not Displaying on COD Web Site [12/11/03 (Updated 03/08/04)]

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. The clean up plan for the affected records has been developed, and we will be performing the cleanup shortly. COD continues to test 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.

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. We 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



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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.