



# COD Processing Update

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June 17, 2005

## *Direct Loan*

### COD News

#### **COD System Maintenance Planned For Sunday, June 19, 2005 (06/15/05)**

The COD System will undergo routine maintenance on Sunday, June 19, 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, June 19, 2005 (06/15/05)**

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, June 19, 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.

**NEW!**

#### **Unlocking And Resetting COD Web Site Passwords (06/17/05)**

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](http://www.cod.ed.gov), and complete the following steps:

Step 1: From the Welcome to Common Origination & Disbursement Web Site screen, click on the User tab on the blue bar at the top of the screen. The User Search screen displays.



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- 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>

### **Contacting The Direct Loan Consolidation Center (06/16/05)**

The COD School Relations Center is experiencing an unusually high call volume from borrowers with inquiries regarding consolidation. Unfortunately, the COD School Relations Center cannot assist borrowers with this information. Many students are waiting for an extended period of time only to be directed back to the Loan Consolidation Center for help. Schools should refer their borrowers to the Loan Consolidation Center (800/557-7392) or the Direct Loan Consolidation Web site (<http://loanconsolidation.ed.gov>) for assistance with consolidation inquiries. Due to the pending interest rate changes and peak consolidation processing, schools should prepare their borrowers for long wait times at the Loan Consolidation Center.

### **2005-2006 Award Year Deadline Dates Published In Federal Register (06/14/05)**

On June 7, 2005, the Department announced the deadline dates for the receipt of documents and other information from schools and applicants for the Federal student aid programs for the 2005-2006 Award Year. The text of the Federal Register notice is posted on the IFAP Web site at <http://ifap.ed.gov/fregisters/FR06072005.html>.



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### **Direct Loan Bulletin 05-10 Released (06/13/05)**

Direct Loan Bulletin 05-10 was released to schools from the COD School Relations Center on June 10, 2005, and is posted on the IFAP Web site at <http://www.ifap.ed.gov/dlbulletins/DLB0510.html>. This bulletin reminds schools of the upcoming record submission deadline for the 2003-2004 Direct Loan Program year.

If you would like to be added to or removed from the distribution list, please submit an e-mail to [CODSupport@acs-inc.com](mailto:CODSupport@acs-inc.com) with the subject line of "DLB Distribution".

### **Contacting The Direct Loan Servicing Center For Direct Loan Borrower Account Information (06/10/05)**

The COD School Relations Center is experiencing an unusually high call volume from borrowers with inquiries regarding their Direct Loan borrower accounts. Unfortunately, the COD School Relations Center cannot assist borrowers with this information. We encourage schools to advise their borrowers to contact the Direct Loan Servicing Center (Borrower Services) (800/848-0979) for assistance with their accounts. Schools can also refer borrowers to the Direct Loan Servicing Web site (<http://www.dl.ed.gov/>) to access borrower account information. If you have questions regarding your Direct Loan processing at COD, please contact the COD School Relations Center.

## Reports and Data Requests



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 posted on the IFAP Web site at [www.IFAP.ed.gov/](http://www.IFAP.ed.gov/). There are issues with the following Direct Loan reports and/or data requests:

- Duplicate Student Borrower Reports—  
Have all now been sent to schools' SAIG mailboxes. These reports are also available on the COD Web site. COD apologizes for any inconvenience caused by the delay. [02/09/05 (Updated 06/16/05)]
- MPN Discharge Reports—  
• MPNs Due To Expire Reports—  
• Expired MPN Reports—  
Were sent to some schools containing an incorrect total record byte (length). COD is developing a code fix for this issue and will provide updates as more information becomes available. In the meantime, schools should notify the COD School Relations Center if they suspect that this situation has occurred. [03/31/05 (Updated 05/19/05)]
- Direct Loan Rebuild File—  
Cannot be requested on the COD Web site. However, schools in need of this file should contact the COD School Relations Center to



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discuss their options. [08/25/04 (Updated 04/13/05)]

### Current Issues

#### **COD Rejecting Records Incorrectly For COD Edit 12 [(02/10/05 (Updated 06/01/05))]**

COD previously reported three situations in which records were rejecting incorrectly for COD Edit 12 (No Eligible SSN, DOB, and Last Name Combination Match Found on CPS for Student). At this time, two of the three issues are resolved, however, the following issue remains:

Some schools are receiving COD Edit 12 for students with prior year Direct Loan Awards in the COD System who have since changed their name or require a change to their date of birth. The schools are attempting to submit updates to Direct Loan origination records. In the reported cases, students have updated their SARs appropriately and there are valid CPS transactions on file in the COD System.

COD continues to research a code fix to resolve this situation and will provide updates as more information becomes available. If your school has students affected by this situation, contact the COD School Relations Center to report the affected records.

#### **Issue With Submitting The 2003-2004 Balance Confirmation Form Via Web (05/31/05)**

Some COD Web site users are unable to submit the Balance Confirmation Form via the COD Web site's School Balance Confirmation screen. This issue is isolated to users with Netscape Navigator version 7.1 and 8.0 Internet browser. After clicking the "I Agree" tab on the School Balance Confirmation screen, users are redirected to the login page or receive an error message.

COD is researching this issue and will provide updates as more information becomes available. As a workaround, we encourage users to use Internet Explorer as their Internet browser. Furthermore, schools may submit written authorization allowing the COD School Relations Center to perform this activity via the web on their behalf. For detailed information about submitting this authorization, please review the School Online Change Authorization Instructions posted on the COD Web site under the "Click here if you are looking for more information on Common Origination and Disbursement." link.

#### **COD Incorrectly Rejecting For COD Edit 039 [12/27/04 (Updated 04/15/05)]**

COD became aware of an issue that results in schools receiving COD Edit 039 (Incorrect Award Amount) in error. This sometimes occurs when schools submit changes to awards to lower the amount to zero through either batch or online processing.

COD has made significant progress in analyzing the issue and is currently developing a code fix. COD will continue to provide updates as more information becomes available. In the meantime, please do not resubmit your records. We appreciate your patience as we work to resolve this issue.



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## *Pell Grants*

### COD News

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Step 8: On the Update Your Profile screen, click on the Submit button to confirm the updates made to the user's profile.

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### **2005-2006 Award Year Deadline Dates Published In Federal Register (06/14/05)**

On June 7, 2005, the Department announced the deadline dates for the receipt of documents and other information from schools and applicants for the Federal student aid programs for the 2005-2006 Award Year. The text of the Federal Register notice is posted on the IFAP Web site at <http://ifap.ed.gov/fregisters/FR06072005.html>.

### **Pell Grant Year-To-Date Record In Production [12/01/04 (Updated 02/09/05)]**

Pell Grant Year-to-Date (YTD) records (PGYRxxOP) are being generated and sent to schools' SAIG mailboxes. The YTD record can be used to assist a school with its year-end and ongoing reconciliation processes.

Previously, we informed schools of three COD System issues affecting the Pell Grant YTD record and cautioned schools not to use the YTD record for rebuilding a complete student record or Pell database until the issues were resolved. At this time, two of the three issues are no longer affecting the YTD Record.

We regret that the one remaining COD System issue continuing to affect the Pell Grant YTD record has taken longer than initially 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. We are currently researching a code fix and cleanup plan for this issue.

**Note:** For a disbursement with this issue, if a school encounters difficulty processing further disbursement activity through its software, the activity can be performed on the COD Web site.

Schools should also refer to the Electronic Announcement that was posted on the IFAP Web site, <http://www.ifap.ed.gov/eannouncements/1130PellGrantYTDRecord.html>, for

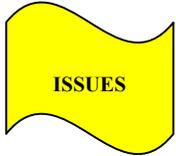


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additional information on the Pell Grant YTD record. Note: The status of the YTD record will continue to be covered in the Reports and Data Requests section of this document until the COD System issue affecting the YTD record is resolved.

### Reports and Data Requests



Except as listed below, all Pell Grant reports and data requests are available as specified in Volume VIII, Section 8 of the 2004-2005 COD Technical Reference posted on the IFAP Web site at [www.IFAP.ed.gov/](http://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 Back In Production” item in the COD News section of this document for an explanation of the issue. [10/05/04 (Updated 02/09/05)]

### Resolved Issues In Clean Up

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

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



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### Current Issues

#### **Schools Unable To Import Response With A Negative Dollar Amount [02/21/05 (Updated 06/03/05)]**

As previously reported, COD learned of an issue affecting some Full Participants that have their Pell Grant Error Processing Option set to "Corrected". COD is returning to some Full Participants, Pell Grant responses with a disbursement amount corrected to a negative value in error. As a result, the affected schools are unable to import the responses. At this time, COD believes this issue is occurring when a Full Participant submits multiple disbursement adjustments for the same disbursement number within the same batch.

The COD Development team is developing a code fix for this issue and will provide updates as more information becomes available. In the meantime, COD has worked with schools affected by this issue and will continue to do so. If a school suspects that it is experiencing this issue, contact the COD School Relations Center to report the affected Batch ID. COD will then clean up the affected response and resend it to the school.

#### **COD Rejecting Records Incorrectly For COD Edit 12 [(02/10/05 (Updated 06/01/05)]**

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COD continues to research a code fix to resolve this situation and will provide updates as more information becomes available. If your school has students affected by this situation, contact the COD School Relations Center to report the affected records.