



# COD Processing Update For Pell Grants

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August 5, 2005

## *Pell Grants*

### COD News



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

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.
- 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



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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>.

### **Second 2004-2005 Verification Status Code "W" Warning Message (08/04/05)**

Schools that have made an interim Pell Grant disbursement to a student selected for verification should be concluding verification activities and changing a student's verification status code from "W" to "V", "S", or "Blank", as appropriate. On August 3, 2005, COD produced a message to 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. The reduction of the affected disbursements is scheduled to occur on August 31, 2005.

This week, COD will send the August 3, 2005 warning message to schools' SAIG mailboxes in the message class PGTX05OP. Additionally, COD will send a file of student records reported to the COD System with a verification status code of "W" in the Reconciliation Records message class PGRC05OP. Schools that receive the warning message should review the accompanying Reconciliation Records file and report appropriate changes to the verification status codes for affected students before August 31, 2005.

***Reminder for EDEExpress Schools:*** Due to an issue that resulted in EDEExpress-reported verification status codes not being reflected in the COD System, all schools using EDEExpress to export Pell Grant records to the COD System *must* reconcile the verification status recorded in their EDEExpress databases for each Pell Grant award with the verification status accepted in the COD System. If an EDEExpress school has not yet completed this reconciliation, it should refer to the electronic announcement posted on the IFAP Web site at <http://www.ifap.ed.gov/eannouncements/1220EDEExpressPellCODVerifStatus.html> for detailed step-by-step instructions.

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

### **COD Web Site Performance Problem (07/25/05)**

Since July 21, 2005, COD users are experiencing intermittent problems with the COD Web site. When trying to navigate the Web site, users may experience lags in searches as well as missing links and log errors. The COD technical team is aware of these issues and is working to resolve them as quickly as possible. In the meantime, we appreciate your patience. We will provide updates as soon as they become available.

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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**



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.

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](mailto: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



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- 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/](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" 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

### **“No Response From Server” Error Message On The COD Web Site [07/25/05 (Updated 07/27/05)]**

Schools are receiving the error message "No Response From Server" after updating and/or creating records via the COD Web site, and a web-based response is not displaying on the web. However, the records are processed in the COD System. Schools with a Web Activity Response Option set to "Y" are receiving a response for web-based transactions in their SAIG mailboxes.

COD is researching the cause of this issue and will provide updates as more information becomes available. In the meantime, when a school receives this error message, it will need to access the batch screen to determine if the records were accepted or rejected.

### **“Outgoing Message Queue Not Available” Error Message On The COD Web Site (07/27/05)**

Some schools are receiving the error message “Outgoing Message Queue Not Available. See Log For Details” after updating and/or creating records via the COD Web site. Additionally, the records are not processed in the COD System. As a result, a web-based response does not display on the web, and schools with a Web Activity Response Option set to "Y" do not receive a response for web-based transactions in their SAIG mailboxes.

COD is researching the cause of this issue and will provide updates as more information becomes available. In the meantime, if a school receives this error message, it should submit its records via batch to ensure the records are processed successfully.