Common Origination and Disbursement

COD Processing Update

August 12, 2005

Direct Loan

COD News

Unlocking And Resetting COD Web Site Passwords (08/12/05)
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:

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.

COD System Maintenance Planned For Sunday, August 14, 2005 (08/10/05)
The COD System will undergo routine maintenance on Sunday, August 14, 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 14, 2005 (08/10/05)
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 14, 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.

COD Web Site Performance Problem Corrected [07/25/05 (Updated 08/09/05)]
From July 21, 2005 through August 3, 2005, COD users were experiencing intermittent problems with the COD Web site. When trying to navigate the Web site, users experienced lags in searches as well as missing links and log errors.

During the afternoon on August 3, 2005, the COD development team resolved this issue, and no new occurrences have been reported to date. COD apologizes for any inconvenience caused to users.

2003-2004 Closeout Information [08/01/05 (Updated 08/09/05)]
The closeout processing deadline for the 2003-2004 Direct Loan Program Year was July 29, 2005. All records that were submitted to the COD System by 8:00 P.M. (ET) on Friday, July 29, 2005, and subsequently accepted by the COD System, was included in a school's final Ending Cash Balance for 2003-2004. All records received after the processing deadline will be rejected by the COD System unless the school is approved for extended processing. (See DLB-05-13 posted on the IFAP Web site at

http://www.ifap.ed.gov/dlbulletins/DLB0513.html for more information about extended processing.)

To be considered successfully closed out, the school must have an Ending Cash Balance of $0 and Total Net Unbooked Disbursements of $0, as reflected on the School Account Statement (SAS) Report. On August 6, 2005, COD sent a final 2003-2004 SAS Report ***to all schools, including those that are at a zero balance or that have previously closed out for the 2003-2004 Program Year.*** Please review this SAS Report very carefully. The Ending Cash Balance in this SAS Report will be used by FSA to determine whether or not a school has successfully closed out.

If you have any questions about 2003-2004 closeout, contact the COD School Relations Center.

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)]

Resolved Issues

Described below are "Current Issues" that have been resolved. A full description of each issue will remain in this section for 7 calendar days following the "Updated" date. If a clean up is required, the title of the issue will then be moved to "Resolved Issues In Clean Up."

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.

"Outgoing Message Queue Not Available" Error Message On The COD Web Site [07/27/05 (Updated 08/08/05)]
Previously, some users received 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 were not processed in the COD System. As a result, a web-based response did not display on the web, and schools with a Web Activity Response Option set to "Y" did not receive a response for web-based transactions in their SAIG mailboxes.

On August 3, 2005, the COD development team resolved this issue, and users no longer receive this error message. Additionally, records submitted via the web are processed successfully. COD apologizes for any inconvenience caused to users.

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.

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.

Pell Grants

COD News

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From July 21, 2005 through August 3, 2005, COD users were experiencing intermittent problems with the COD Web site. When trying to navigate the Web site, users experienced lags in searches as well as missing links and log errors.

During the afternoon on August 3, 2005, the COD development team resolved this issue, and no new occurrences have been reported to date. COD apologizes for any inconvenience caused to users.

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

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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). 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.

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.

ISSUES

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)]

Resolved Issues

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On August 3, 2005, the COD development team resolved this issue, and users no longer receive this error message. Additionally, records submitted via the web are processed successfully. COD apologizes for any inconvenience caused to users.

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.

Issue	In Progress	Completed
Pell Grant Information Not Updated In NSLDS	√	

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