



# COD Processing Update

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December 10, 2004

## *Direct Loan*

### COD News

#### **COD System Maintenance Planned For Sunday, December 12, 2004 (12/08/04)**

The COD System will undergo routine maintenance on Sunday, December 12, 2004 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, December 12, 2004 (12/08/04)**

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, December 12, 2004, 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.

#### **All Schools Must Be COD Full Participants Beginning With 2005-2006 Award Year [08/02/04 (Updated 10/25/04)]**

As a reminder, *all* schools must be Full Participants beginning with the 2005-2006 Award Year. This means that *all* schools must be able to submit 2005-2006 Pell and/or Direct Loan origination and disbursement data to the COD System using the COD Common Record in XML format.

If your school currently is a Phase-In Participant (for one or all of the programs in which it participates) and has not yet submitted the required Full Participant information specified in the announcement posted on the IFAP web site at <http://www.ifap.ed.gov/eannouncements/0806CODFullParticReq0506.html>, please submit it to the COD School Relations Center as soon as possible. Doing so will assist us in preparing the COD System to accept and process your school's 2005-2006 Pell Grant and/or Direct Loan data.



# COD Processing Update

## Reports and Data Requests



This section contains important notices regarding reports. While we encourage you to review this section, note that some schools may not be impacted by the information presented below.

- Funded Disbursement Lists from November 29, 2004 — Have been sent to schools' SAIG mailboxes. These reports are also available on the COD web site. [12/03/04 (Updated 12/07/04)]



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:

- Direct Loan Rebuild File— Cannot be requested on the COD web site and is not being produced. COD is researching several issues related to incorrect data in the file. (08/25/04)

## 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>
COD Not Generating Credit Decision Override Response For The 2004-2005 Award Year	√	
Disbursements Not Displaying On COD Web Site And/Or SAS	√	
Direct Loan School Account Statement (SAS) Data Issues	√	
Changes To Award And Disbursement Amounts Not Processed Correctly	√	



# COD Processing Update

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## Current Issues

### **Disbursements Incorrectly Rejecting For COD Edit 052 (11/09/04)**

COD is returning COD Edit 052 (First Disbursement Date Must Be The Earliest) incorrectly to some schools. Currently, COD believes that this issue is only affecting EDEXpress users submitting actual (Disbursement Release Indicator = T) disbursements with a disbursement number greater than "01". However, if you believe your school has encountered this situation, report the affected records to the COD School Relations Center. COD is researching a solution for this issue and will provide updates as more information becomes available.

### **Updating And/Or Creating Records On The COD Web Site [10/29/04 (Updated 11/03/04)]**

Schools are intermittently receiving the error message "Outgoing Message Queue Not Responding" 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.

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

Note: Previously, Full Participants with a Web Activity Response Option set to "Y" were not receiving a response for web-based transactions in their SAIG mailboxes. On October 28, 2004, COD resolved this issue, and no new occurrences have been reported to date. Additionally, COD has sent all responses for web-based transactions to the affected schools' SAIG mailboxes.

### **Duplicate Disbursement Information In COD [05/06/04 (Updated 10/13/04)]**

COD has learned that duplicate disbursement numbers are displaying incorrectly on the COD web site's Award Disbursements Information screen. On this screen under the Disbursement Number column, disbursement numbers are appearing twice. However, when viewing the Disbursement Information screen, each disbursement displays a different status (Pending or Disbursed).

COD continues to research the code fix for this issue and will provide updates as more information becomes available.

### **Phase-In Records Incorrectly Rejecting For COD Edit 056 [08/12/04 (Updated 09/27/04)]**

COD previously notified schools that some Phase-In 2003-2004 and 2004-2005 records are incorrectly rejecting for COD Edit 056 (Sequence Number Not In Sequential Order). This edit is being returned incorrectly to Phase-In schools that submit changes to anticipated disbursement amounts.

Additionally, when a change to the anticipated disbursement amount is submitted along with a reduced award amount, COD is only accepting the reduced award amount. As a result, COD Edit 846 (Total 'Anticipated Gross Amount' must be less than or equal to the Loan Amount Approved) is returned because the award amount is less than the total anticipated disbursements.



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COD is researching a code fix for this issue and will continue to provide updates as more information becomes available.

## **Student Name And Date Of Birth Not Updated In COD [05/03/04 (Updated 09/17/04)]**

As previously reported, COD identified an issue where new 2003-2004 and 2004-2005 origination records are accepted in COD; however, the student's Name and Date of Birth (DOB) updates submitted by the school are not displaying on the COD web site's Person Information screen. The COD web site is reflecting the Name and DOB from the previous award year. Additionally, in some cases, changes to Name and DOB for previously accepted origination records are not displaying on the Person Information screen as well.

COD is still analyzing this issue and appreciates your patience. Updates will be provided as more information becomes available.

## **Some Null Tags Submitted Via Batch Not Updated In COD (09/01/04)**

A null tag containing a *nil="true"* attribute can be submitted for some data elements in a Common Record document to remove or delete content currently on file in the COD database. Recently, COD determined that some null tags are being accepted by the COD System, but are not appropriately updating the COD database. This means that if a school submits a null tag for some data elements, the COD System is ignoring it and the content on the COD database for that data element is not being removed.

On August 10, 2004, COD implemented a code fix to allow a null tag submitted for the Verification Status Code data element to update the COD database correctly. COD continues research to ensure that all applicable data elements reported with a null tag will update the COD database correctly. Note that not all data elements can be submitted with null tags; refer to the COD Technical Reference, Volume II, Section 3 for the applicable data elements.

COD will provide updates as more information becomes available. In the meantime, schools needing to remove or delete content in COD for a specific data element may do so via the COD web site.

## **Rejected Records Not Viewable On The COD Web Site [07/30/04 (Updated 08/26/04)]**

Some schools are receiving an error message when attempting to view rejected records on the COD web site's Batch Detail Information screen. Clicking on the Rejected link in the Award No. column causes the following error message to display: "An unexpected error has occurred. Please contact your administrator if the problem persists."

On August 10, 2004, COD partially corrected this problem by migrating a code fix to correct the affected Phase-In records. Next, the code fix will be migrated to correct the affected Common Records. COD will provide more information about the code fix for Common Records as soon as it becomes available.



# COD Processing Update

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## *Pell Grants*

### COD News

#### **COD System Maintenance Planned For Sunday, December 12, 2004 (12/08/04)**

The COD System will undergo routine maintenance on Sunday, December 12, 2004 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.

#### **Delay In Sending YTD Records To Schools' SAIG Mailboxes (12/06/04)**

Starting December 3, 2004, the COD system has started sending Year-to-Date records to schools' SAIG mailboxes. This is a delay from the previously reported start date of November 30th.

However, even with this delay, COD continues to anticipate fulfilling all YTD requests received since October 2, 2004 by December 13, 2004. YTD requests are being processed on a first come, first serve basis. In addition, daily YTD requests continue to be processed. For more information, refer to the message in COD News entitled "Pell Grant Year-To-Date Record Back In Production".

COD apologizes for any inconvenience this delay may have cause schools.

#### **Pell Grant Year-To-Date Record Back In Production (12/01/04)**

Beginning November 30, 2004, Pell Grant Year-to-Date (YTD) records (PGYRxxOP) are being generated and sent to schools' SAIG mailboxes. In addition, YTD requests that have been held by the COD System since October 2, 2004 will be fulfilled by December 13, 2004. The YTD record can be used to assist a school with its year-end and ongoing reconciliation processes. Until resolution of current COD System issues affecting the YTD record, we caution a school not to use the Pell Grant YTD record for rebuilding a complete student record or Pell database. The current COD System issues are as follows:

- System-generated negative disbursements (CRNDxxOP) created by the COD System prior to June 24, 2004 are **currently reflected in the YTD and on the COD web site with incorrect disbursement dates**. We are currently performing a cleanup to correct these records in our database.
- 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.



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**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.

- In some instances, the Previous Disbursement Sequence Number on the **COD web site's Disbursement History screen differs from the Previous Disbursement Sequence Number reflected in the YTD record.** The Previous Disbursement Sequence Number reflected in the YTD record is correct. We are currently performing a cleanup to correct the erroneous Previous Disbursement Sequence Numbers on the COD web site.

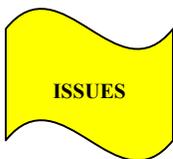
Schools should also refer to the Electronic Announcement that was posted on the IFAP web site, <http://www.ifap.ed.gov/eannouncements/1130PellGrantYTDRecord.html>, for additional information on the Pell Grant YTD record. Note: The status of the YTD record will continue to be covered in the Reports and Data Requests section of this document until the COD System issues affecting the YTD record are resolved.

## **All Schools Must Be COD Full Participants Beginning With 2005-2006 Award Year [08/02/04 (Updated 10/25/04)]**

As a reminder, *all* schools must be Full Participants beginning with the 2005-2006 Award Year. This means that *all* schools must be able to submit 2005-2006 Pell and/or Direct Loan origination and disbursement data to the COD System using the COD Common Record in XML format.

If your school currently is a Phase-In Participant (for one or all of the programs in which it participates) and has not yet submitted the required Full Participant information specified in the announcement posted on the IFAP web site at <http://www.ifap.ed.gov/eannouncements/0806CODFullParticReq0506.html>, please submit it to the COD School Relations Center as soon as possible. Doing so will assist us in preparing the COD System to accept and process your school's 2005-2006 Pell Grant and/or Direct Loan data.

## **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). In addition, YTD requests that have been held since October 2, 2004 will be fulfilled by December 13, 2004. To assist us in processing the held requests as expeditiously as possible, please do not resubmit requests at this time.

The YTD record can be used to assist a school with its year-end and ongoing reconciliation processes.



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Until resolution of current COD System issues 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 these issues. 10/05/04 (Updated 12/01/04)]

## 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.

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Disbursements Not Displaying On COD Web Site	√	

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

Note: Previously, Full Participants with a Web Activity Response Option set to “Y” were not receiving a response for web-based transactions in their SAIG mailboxes. On October 28, 2004, COD resolved this issue, and no new occurrences have been reported to date. Additionally, COD has sent all responses for web-based transactions to the affected schools’ SAIG mailboxes.

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As previously reported, a null tag containing a *nil="true"* attribute can be submitted for some data elements in a Common Record document to remove or delete content currently on file in the COD database. Recently, COD determined that some null tags are being accepted by the COD System, but are not appropriately updating the COD database. This means that if a school submits a null tag for some data elements, the COD System is ignoring it and the content on the COD database for that data element is not being removed.

On September 7, 2004 COD implemented a code fix to allow a null tag submitted for the Low Tuition and Fees Code data element to update the COD database correctly. Additionally, a null tag submitted for the Verification Status Code data element continues to update the COD database correctly. COD continues research to ensure that all applicable data elements reported with a null tag will update the COD database correctly. Note that not all data elements can be submitted with null tags; refer to the COD Technical Reference, Volume II, Section 3 for the applicable data elements.

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