



**[OLIVENCIA:]** My name is Anita Olivencia and my co-presenter is Chuck Hirman. We both work for the U.S. Department of Education, and Amy Akers, who represents Vangent, will demonstrate the software as we go through several of the functions. This session is about using Direct Loan Tools to help you reconcile Direct Loan data at your school. We'll be using the School Account Statement to identify any discrepancies and help you reconcile this information. The session was designed with the beginner and intermediate user in mind and its purpose is to initiate you as to how to use the software.

And as I said earlier, we'll take questions at the end due to the sheer volume of this room and we appreciate, because this session is recorded, that you use the mike in the front of the room.

We're going to go over some agenda items and the first thing that we're going to talk about is the installation process of the Direct Loan Tools software. We're going to cover general functionalities as well as certain setup options that you need to establish first at COD and on the Direct Loan system as well. We'll cover the cash management functions of the software as well as the School Account Statement and how you can import and print this information using this tool. We'll also talk about the rebuild functionality in case, and hopefully you never have to use this, you need to rebuild part of, or your whole Direct Loan database. And the Disbursement Measurement Tools Report, which works in conjunction with the EDEXpress software that allows you to measure your schools' performance in terms of the Direct Loan Program because there is a small quality assurance component to the Direct Loan Program and we'll talk about that in more detail. And finally, we'll provide you additional assistance and contact numbers in case you have further questions.

Moving on with the installation, the first part of the agenda, in order to download Direct Loan Tools the latest Version 9.0 can be downloaded through FSA [download.ed.gov](http://download.ed.gov). And along with this software, you will have an installation guide that will explain to you how to install the software and find the best configuration that suits your system and it tells you how to install it for a single work station as well as if you're working with a network station. The cover letter that also accompanies this will explain the other modifications that were made to the software from one year to the next.

The Direct Loan Tools software is a multi-year functional software, meaning that you could work for three years at a time. Version 9.0 Direct Loan Tools software has the ability to work with 2007-2008, and 2008-2009 and 2009-2010 award years. And it provides the following functions; a cash management. It allows you to track your cash that you draw down at your school and the returns of excess cash into the Direct Loan Tools software. So, you can run an internal ending cash balance as well as run an ending cash balance using your School Account Statement.

It allows you to import, print and ultimately, the best feature of this software, to compare your School Account Statement against your school records. Now, think of it, for those of you who may not be in the Direct Loan Program yet, and don't know what a SAS is, a



School Account Statement is similar to what a personal checking account statement would be to you where you have your deposits and withdrawals and then all the debits or checks that you've written. The School Account Statement of the Direct Loan Program is similar where it includes all your draw downs, any returns of excess cash, any disbursements that you made for that particular time period.

The rebuild functionality helps you recover lost data. Because of natural disasters, we understand there are system crashes, power outages and such, where systems may not have been backed up completely, you have the potential of losing data. And so, we at the Department through Direct Loan Tools have the ability to send you a rebuild file and you import it using Direct Loan Tools, but you have to use EExpress to import the records that you want to rebuild. We'll talk about it in more detail, but essentially EExpress has the ability to export that information as well in a file that you can use to then populate your own system if you use a mainframe system or any other software solution.

The Disbursement Measurement Tools Report works with EExpress software only. Now, as I mentioned earlier, the Disbursement Measurement Tools Report meets one of the requirements of the quality assurance component of the Direct Loan Program. And that is that you have to measure your office efficiencies and procedures and effectiveness in managing the Direct Loan Program and this is one way of measuring that. What it does is that it measures the amount, the average time that it takes a school to submit an actual disbursement, a COD and the time it takes to batch. So, it averages out how much time it took as well as from the time it was batched, how long did it take for the disbursements to book. And you set some parameters and some tolerances as to how you think based on your internal processes how long it should take and the system will calculate how long it's actually taking and give you a report so that you can measure your performance and then implement procedures so that you can improve on that.

Now, one of the first things that you need to do in order to maximize the use of the Direct Loan Tools software is the setup option on COD. Now, the School Account Statement that you receive from COD contains by default when you sign up monthly information about your cash receipts and returns of excess cash as reported by G5 to COD, as well as any disbursements that were accepted at COD.

Now, this information defaults monthly information only, just like your checking account statement. But, in order to maximize the results of using the compare functionality of the Direct Loan Tools software we recommend that you change it to year to date. And in order to do that, someone with administrative access rights to the COD system needs to go into the school information, the summary screen, and under reports selection select under report activity type instead of monthly, year to date, as you see there, and on the bottom in order to maximize the compare functionality to compare oranges with oranges essentially for the disbursement, select instead of no, change it to yes and that way you will receive your year to date information, all your cash draw downs, returns of excess cash, as well as detailed disbursement information.



Now, you need to perform this task for each program you're working with and you notice on the top where it says award year, we have the 2008-2009 award year, and you can do it for all the award years in which you wish to receive the year to date report.

Now, here we have the setup screen for the Direct Loan Tools software and I'm going to go over some of these. The Direct Loan School Code obviously is the school code that you get assigned when you sign up for Direct Loans and it starts with G or if you have multiple campuses in which you're processing loans under one main campus, you could possibly have E codes as well.

So, you enter the G code in there and if you're using EDEExpress, then you need to check off the boxes for those versions of the software that you are using. If you are not using EDEExpress, and you can use Direct Loan Tools if you are using a mainframe system or other software solution, you just leave the boxes unchecked and the system will know to look for an external file of all your disbursement information and we'll talk about that in more detail later.

The maximum days difference between the cash records and cash records from the SAS to the cash records entered by the school for which it would be considered a match, by default it says five. You can change it to any days. So, essentially you know how you draw down funds and because of timing issues you might have it recorded as of December 1<sup>st</sup>, but for some reason G5 reports to COD that it happened December 3<sup>rd</sup>. So, you enter a tolerance timeframe there which you would consider any disbursements in that exact same amount from your system compared to what the School Account Statement says to be a match. So, if they're three days within each other, and it's the same amount, then you can say this is a match and you can always verify it later.

We turn to the dialogue box. As you see there, the gray screen that you see will appear for every function that you perform in the software, such as the print functions and the import functions. And if you want to return to that same gray box, you just click on that check box where it says to return to dialogue so that you return to that same screen and perform the same functions. Otherwise, if you just want to perform the functions as they print and have that screen just disappear, then you just leave it unchecked.

The single and multiple print option, that's if you want to print single students or multiple students when you're running reports. The default program year is when you open the software you have three years to select from and you can default to a specific year in which you'll be working with the most.

Report destination, you have the options of selecting file, print or screen and we highly recommend that you select screen because some reports are very lengthy and sometimes you just want to print certain pages. We'll see that when you import the School Account Statement and you do a print to the screen there are several pages that have information of loans that are okay, that is just like okay, these are all set. The last



page has all those loans that are probably unbooked or matched, or unmatched, and so that's probably the only page you want to print so you can scroll to that page and just print.

So, by selecting screen you can review the report. You always have the option at the end when you're reviewing the report, on the menu bar, there will be a print option there too. So, you have that option there.

The recommended tolerances from disbursement to batch date and disbursement to book date that's part of the Disbursement Measurement Tools Report that I talked about in terms of measuring the office efficiencies in terms of managing the Direct Loan Program and that's where you establish the tolerances.

If you submit disbursement records, actual disbursement records to COD, and you expect them to be batched at your school by the end of the week, in five days, then you put five days. And the system will measure the actual time it took for you to submit an actual disbursement record and batch it to COD and it will give you those two numbers.

All these kinds of reports are included in Volume 4, I think, Section 6, the last report, the last chapter of the COD Technical Reference Guide, but it's in Volume 4. So, that's the initial setup for Direct Loan Tools.

Moving along with the cash management component of the Direct Loan Tools software, here we have the screen where you can track your cash receipts and refunds of cash. And schools that use EDEExpress, you can use EDEExpress and you can be a school that uses a different software. So, you can use this feature regardless.

And you see all those name labels marked with an R? Those are fields that are required. The R means required. And along with, you know, if it's highlighted in yellow, it means it's required as well. So, what you need to do is enter your school code. If you have more than one, enter the appropriate school code. And the transaction type, the R means receipt for cash draw down and there is an X for returns of excess cash and I know that Amy will demonstrate that in a minute.

And transaction date, it automatically defaults to the current system date, but you can change it to reflect the actual date that your school made the draw down or returned the excess cash. And obviously, then the transaction amount is the amount of the cash transaction.

The note field is not a required field, but a lot of schools can choose to enter information about their G5 control number, the draw down amount, the number that you get when you draw down funds from G5, or in the case of the return of excess cash, the check number and the name of the borrower and the reason why the funds were returned, you can enter any information in here. And keep in mind that when you use this software, this information is not going anywhere. It resides in your database in your system and



that is not being exported to the Department of Education. So, you can put anything under the notes field.

And in order to add a cash receipt in the system, you need to click on the add button, enter all the fields required in yellow and then click on the save button. And once you have done that, you see on the top right corner, the record source changes to an M, meaning a manual entry and it also gives you the last update, the person who updated the cash management function of the software and also the date it happened.

If you choose to do so, you can also import, instead of manually entering, if you're using a different software solution, you can also import a file with all of your cash transactions and the file record layouts are also contained in Volume 4, Section 3, of the COD Technical Reference Guide. It gives you the file layouts for importing in one clean swoop all your cash transactions as well as any loan records. There's a different file for that. And there's a different file for importing your disbursement information, detailed disbursement information into the DL Tools software as well.

And what Amy will do is she is going to toggle to the actual software and because we're building upon this, she is going to enter certain cash transactions and returns of excess cash. So, she's in the software and there are two options. You can click on the green dollar sign to enter the cash management function or you can go into tools and click on cash management. And she's going to take a few seconds here to enter several cash transactions as well as one return of excess cash.

Now, while she's doing that, I want to mention that you don't have to use this function, especially if you're using a mainframe or other software solution. I worked at a school 10 years ago and we used a mainframe system. We were in Direct Loans and what we did with the School Account Statement is that we used DL Tools to print the page that has all the cash transactions and returns of excess cash. And because we had like 14,000 students, I'd just give that form to the Bursar's Office and have them verify that all the cash transactions, all the draw downs and returns were correct and posted to the right year because that's where most of your issues may lie, just like with Pell. If somebody is reconciling your Pell account, you need to make sure that the school, if you're processing summer Pell, the same with Direct Loan that they're drawing the funds from the right year or retuning funds to the proper year as well.

So, she's entered all the cash receipts and returns and one feature we want to mention is that you notice the arrows pointing to the left and right, if you click on it you'll see all the transactions that you posted into the software and if you click on the retrieve button, you can see all the transactions that you've entered into the system as well, as well as the transaction type, the record source and the user ID that created it along with the amount.

The next thing we're going to explain is the import of external disbursements. As I mentioned earlier, you can import a file with all your disbursement information if you don't use EDEXpress and the record layouts in Volume 4, Section 3, of the COD



Technical Reference Guide. And this is one way of importing all your, we're going to show you how to import your external file with all the disbursement information.

The prompt for duplicates that you see on the bottom just alerts you to any files that already exist in the database and will ask you one time if you want to skip this student or do you want this student to be imported into the software. So, Amy is going to go into the software again and demonstrate to us how to, assuming you've done this, the programmer has done this, has taken your information, your disbursement information from Datatel or people across the banner created this file and now you're going into DL Tools and you can click on the down arrow for import or you can to go file and then import.

And under import type, she's going to select disbursement data, external add, and then select the file that was created that contains all the disbursement information and you'll notice that she selected DL. It tells you in the file layouts how you should name them as well so the system recognizes it. And then, she's going to click open and okay.

And here you have the import dialogue box that tells you how many records were accepted and how many records were in error upon this import. And she's going to click okay and you'll see the records that were in error. Now, most likely because you're doing a clean swoop of your database of all your disbursement records in the system, that you picked up loan records that might have been on reject status as well and the system is not allowing you to import in into Direct Loan Tools, okay, because it's unresolved. So, most likely you'll need to go into your own software solution, fix the issue and then the next time you do another import those would be picked up where you can just fix the file and import it again.

But, these are loans for 2009, if you see there on top where it says U.S. Department of Education Direct Loan Tools 2009-2010 Award Year, we have loans for the 2009-2010 award year, but the disbursement dates are not in the correct date range for that particular award year. They're dated back to 2007. So, the system is saying it's not possible. Okay? So, you need to resolve those records and that's your import of your disbursement records into the Direct Loan Tools software.

Now, if you use EDEExpress, you don't need to do this step because the system knows when you did the setup that you checked off all the years that you're using and knows to look at the EDEExpress database automatically to run several reports.

And that's the next one we're going to show. Now assuming you entered all your cash transactions or your draw downs and returns of excess cash and you just imported that file from your school records, we're going to run an internal ending cash balance report. Now, you can do this before running your School Account Statement into the software. And it basically calculates your school's ending cash balance based on the information that you entered into the system and we're going to demonstrate how to run this report. Amy is going to go into file and she's going to select print and automatically those internal ending cash balance report, our default report destination is the screen. Under



sort order, you can sort, it means the cash transactions you can sort by type whether it's cash receipts or returns of excess cash. You can sort by date if you want to see your cash transactions by date order or by amount order.

The school code, if you have more than one school code you're working with, you can select the school code that you're working with. And the disbursement data source in terms of disbursement information that we're going to calculate your ending cash balance. We're working both here with EDEXpress and external data. Ideally, it's not the way it's supposed to work, but we are going to leave it with EDEXpress.

Include cash detail, we're going to check off that box to include all the cash detail because we are receiving. Remember we changed the settings in COD from monthly to year to date. It has all your disbursement detail as well.

Transaction date range, if you just wanted to look at your ending cash balance, your cash transactions for a specific timeframe, like a week or five days, you can enter a transaction date range there, but we're going to leave it blank for this purpose, for this exercise and we're going to click okay.

And here on the first page we have all the cash transactions and the returns, the refunds, that Amy just entered on the first page of this report and it gives you your total cash amount of your receipts and returns. And then, on the second page of this report, it totals out your cash and then because it's looking at the EDEXpress disbursements automatically, it's figuring out the total net disbursed to date of 61,371 and it figures out that your ending cash balance is negative 20,985, meaning that you haven't drawn down enough money to substantiate all your disbursements, okay? So, that's your internal ending cash balance report functionality.

So, Chuck will take it from here and talk to you in more detail about the School Account Statement and how to utilize that.

**[HIRMAN:]** I'm Chuck Hirman. Can you hear me okay? All right. So, what have we done so far? We've gone into the DL Tools software and we set it up. We've indicated what our school code is and then we needed to populate it with school data, so we did the cash data. And when you say cash data, what we mean are the draw downs or cash receipts and the returns of excess cash and we also call them refunds of cash. So, we have terms, multiple terms for everything, unfortunately.

So, we've brought those in there. We did it manually. You could do it through an external import, but the cash records are in the database now. We also brought in the disbursement records and we showed you how to do that with an external import of disbursements. If you had an EDEXpress database, and you did setup, you would have just checked off what years you have and DL Tools will know what to get from it and it will pull it out.



So, now we've got both. We've got disbursements in there and we have cash. So, now we can start running the SAS. The SAS is for the month, so it'll go through the end of the month. They compute it the first full weekend of the following month. So, what we recommend is the last couple days of the month to try to clean up your database a little bit. You don't have to. You can just let the SAS come in. You could run a compare and it can show you all the rejects and you can use that to tell you what needs to be cleaned up. But, it's so much easier if you're just missing maybe importing a batch just to get it imported and then you won't have all these timing issues.

So, here are a few things that you might want to do just before the end of the month, is export anything that's sitting out there in an R status ready for you to export out of your database, give a day or so for COD to process, and then import the acknowledgements. You'll see a lot of your compare program results are timing issues. If only you had imported the acknowledgement to put your database and CODs in sync, then you wouldn't have the mismatches. So, import the acknowledgements.

You probably want to reconcile internally with the business office or bursar's office. Otherwise, it's sort of a moving target. You have one cash balance and they have a cash balance and COD has another and you're trying to do a three-way reconciliation. So, come to an agreement with your business office or bursar's office.

Now, EDEXpress has a report and every system calls it a different thing, but it's called a List Status Report. It's a good report to run and basically it shows you your records and what status of the disbursements, the originations are in, the MPNs are in. That's a good thing to help you clean up your database so if you see a bunch of E's, rejected records, you'll try to fix those up before the end of the month. If you see some B's, then maybe you batched them, but you didn't transmit that to COD or maybe COD processed it, but you haven't imported the acknowledgement. So, some kind of a report or a query that gives you your status flags is a good way to clean up the database.

And of course, totally unrelated to what we're talking about, but we always will say this, remember to back up your database. If you don't, if you lose your database somehow when you're manipulating things, then you'd have to go to the rebuild file and we'll talk about that a little bit later.

Okay. There are two different reports that Anita told you about in COD you could bring in. One was a DSLF, that's a loan level report and that doesn't give you all the disbursement detail. So, for more detail, although it's a bigger report, you might think about the DSDF, that D in there means DSDF means Disbursement Level. DSLF, that little L in there means loan level. That's just how to remember that.

So, you selected one of those and you've imported it and as Anita mentioned, we really don't know in COD what schools want, so we'll just default to some report. We defaulted to monthly, but monthly doesn't work very good with DL Tools. So, as Anita mentioned, go on in there and change that to year to date. And if you forget, you'll know as soon as you start running the compare because you'll see a whole bunch of



zeroes everywhere and it won't make any sense and then that will be because you forgot and you imported the monthly report.

Well, before we can do anything with the SAS, with the School Account Statement, we have to import into DL Tools. It's sent out to your SAIG mailbox like the other reports that are pushed out from COD. And so, we'll go into the software and we're going to stay in the software now for a little while. You'll have the screen prints in front of you, but we'll just show you live software.

So, let's do that. Let's go into import and there are two different ways to do that and we'll select the School Account Statement and then the from, and you have to click on it and then you say okay and we'll start seeing the import edit reports here in a minute.

When you bring in a SAS, what it does is it shows you the actual summary pages one after another, but then because the detail pages could be so long, later we'll just show you the import edit report on the detail pages and that'll make sense in just a minute.

So, we see here the first one is the year to date cash summary. If you notice on this thing, there is an ending cash balance of 4,925 and you wouldn't remember this, but when you ran the internal ending cash balance report, that had a different ending cash balance and that makes sense. That internal ending cash balance was what you have on your system from the cash records you entered and the disbursements you imported that was internal. This is coming from COD, so this is what COD says is your ending cash balance. This is what we're going to be reconciling when we run the compare programs.

Then we have a year to date disbursement summary, which gives you the different types of loans and the gross fee rebate net amounts. And let's keep going until we get to the cash detail import errors. And again, because this can be lengthy, and usually your cash records, your draw downs and returns, you probably don't have that many in a month, but if you want to actually view those, and we will in a minute, we need to go into the print functionality of the SAS and then print the detail records. This is just telling us here, this is the import edit report that all the records imported successfully from the SAS. That's all that we're seeing here. And then, we see the loan detail import errors and it's telling us that the loan records imported successfully and the disbursements records imported successfully. So, these are just edit reports. Okay.

Now, we have everything we need in DL Tools, so we can start running the different reports and compares. We have everything that comes from the school side and everything from COD and it's in there and what DL Tools is really made for is the compare program. That's its primary function.

But, let's just start with the print. Now, this is something that's a little bit counterintuitive and that is to run the compares you do it through the print functionality. I know you might think you're looking for something that says run compare or execute or whatever, just remember it's print, print the compare reports is the logic in that.



Okay. So, under the print dialogue box, if you use that down arrow, you can see we have five basic reports that I'm going to talk about here. One is the SAS Cash Detail. That's just the individual transaction by transaction draw down in terms of excess cash. One is the SAS Loan and Disbursement Detail. And then, we have three compare programs. One is a compare program for the cash records only. Then, we have a compare for the loan records. That's the loan level and then the compare at the disbursement level.

A number of different options here, you might think about just kind of staying away from the filter and the options until you see what you're getting. You probably don't want to filter more out than you think. Then, if you see well, I don't need this. I don't need that, then maybe filter away on that. If you're doing this, if you're processing for more than one G or E code, you can select that code by clicking on the ellipse button or if you just want to see whatever report you're running for all your schools that you're processing, just leave it blank and it'll give you whatever. If you're looking for a list of cash records, it'll give you one after the other for each school that you're processing for.

You can sort this by type, which means if you want to see cash receipts first and refunds of cash. You can sort it by date. You can sort it by amount and you can even just sort it just to look at one type versus the other.

Okay. And that is printing the SAS Cash Detail and let's go ahead and print that off. Now, you'll see throughout the DL Tools software still and EDEXpress also for those of you using it, we still use some of the GAPS terminology. It's actually G5. We've changed it in most places, but we're getting around to changing it everywhere. So, if you see GAPS, just think G5.

Okay. Now, you'll see in this report here the GAPS control number, or G5 control numbers, are coming in from the SAS that helps you to cross check them. There's no check number or control number on the refund. That's probably because that was probably sent by a check. We really recommend that you send your returns through G5, that way they can't get misapplied to the wrong year or you accidentally sent them to the Direct Loan Servicing Center instead of to G5 or COD or whatever. So, we recommend you do that online. And when we entered them on the school side, if you had entered a control number, you'd be able to cross check. Okay.

So, there are many of you that want really nothing to do with the reconciliation of the cash because you're only interested in disbursements and the loan records. That's fine, but don't ignore this sheet because somebody has to reconcile this. So, walk it over to the business office if they're going to be doing it. I mean, we have the electronic comparative run that makes it easier. But, one way or the other, they should get this sheet and they should reconcile all these draw downs and returns.

Okay. Now, let's print and all we did there was we printed the SAS. That's just a list of records that came from COD. We haven't run any compares yet. Now, we're going to



print. I'll show you how to print the disbursement detail that came in on the School Account Statement.

As Anita mentioned, you might want to have this go to screen first because if you are a big school doing lots of processing, if you send it right to the printer, especially if you've imported a disbursement detail, you're going to have lots and lots of pages of all the, and remember you're asking for a year to date file, so it's not just what you did that month. It's what you did the whole year through the end of the month. So, it could be a big file.

I don't know why you'd want to print this, to be honest. I mean, we'll show you that anyhow. Okay. Single or multiple, you can print information for one student or for all of them. The same thing with the school code, if you have multiple school codes you can print one after the other for all your schools.

Now, it says here include disbursement detail. So, if you've imported the DSD of disbursement level and you want to print this to show you the individual disbursements, you click that button and you have a choice whether you want to print in what order. If you want to print book status, run book status.

Now, you've probably heard this many times if you've been in these sessions here, and if you've been in the webinars, but remember that we really are key on booking loans. That's because the Direct Loan Servicing Center or one of the servicing centers will even get the loan until it books. And booked means that it has an accepted origination record and accepted MPN and it accepted initial or first disbursement. And if it's a PLUS Loan, it also has accepted credit. When it has those three or four elements, then we can enforce the promissory note. We can collect. We know they've actually gotten money and the servicing center can get it and start working it. And so, on this report, you can sort it by booked only or unbooked only and you can sort by loan type.

I'm going to have Amy show us this two ways. Let's do it first just without including disbursement detail, okay? Okay. So, we're not going to show disbursement detail and so you can see here that everything is just folded up to the loan level. The software just added all the disbursements up and gave you one loan level. So, it's pretty clean and easy like that.

And when we do a compare, if you had noticed a mismatch, you really wouldn't know what disbursement did the mismatch. So, that's why having the disbursement detail helps. So, this is just one line per loan and now let's get out of this and run this again and we'll show you this time by including the disbursement detail when we print the SAS. And you can see here, you still have one line that adds up all the disbursements, pro see rebates and that, but you also have the individual disbursements underneath it. So, basically, the DSTF gives you everything the DSLF gives you and a little bit more. Okay.



That was just printing the SAS. Now, we're going to get into the meat of what DL Tools does, so let's run the compare programs. And so you know where we are again, we've imported everything we need into DL Tools, everything from the COD side, everything from the school side. And we do the compares in the print functionality like I mentioned and so we'll select the cash compare, cash detail compare I guess. And these sort orders are just what we've mentioned before. You can sort the school code or leave it blank and do all your school codes.

There are going to be four different sessions we're looking at. We're going to look at either booked or unbooked, but in each one of those, we can look at booked matched, booked unmatched, unbooked matched and unbooked unmatched. So, every indication is available here and we'll explain which one means as we go through them.

And of course, the transaction date range is there too. If you're going to use that, just remember don't do date ranges that exclude data you should be looking at at some point. Make sure you're looking at all your data.

Okay. Let's take a look at the cash compare. Okay. The cash records are pretty easy. Usually, there are fewer of them and they're pretty simple. There's just one line it's looking at from COD and one line from your school. The first two match of course. It's receipts and it matches because both the day is exactly the same and the amount is exactly the same. So, there wouldn't be anything to mismatch there.

The second two are also a match and you can see the amount is the same, but the dates aren't quite the same. And remember, we're dealing with cash records only here. And that's because if you remember when we set up the software we put a little tolerance in there. We didn't want a mismatch for every cash record that's like one day off if we know it's the same cash record. Maybe we recorded return in cash on one day and it always gets there the next day and each time you run this it's a mismatch. So, we say, all right, anything that's the same amount within whatever how many days you've set up, that's good. It's the same amount. We'll call it a match and that's what we did here. This is within our date range. I think we had five days within that range.

But, the next two are unmatched. The amounts are the same, but it's outside the five day window and this could be a match still, but we're thinking, you know, five days. Anything more than that, I want to look at it a little more carefully before I just check it off as being matched. So, this is probably okay. Something got hung up somewhere. So, you kind of look and maybe you compare the G5 control numbers and you say, oh, okay, this has got the same thing. We'll just check this off. We're done. And the last two are unmatched and they will stay unmatched until you do something about it because the amounts are off and you never want those to match.

Now, what happened is, and we intentionally entered one of the cash records and we transposed two of the digits, so if you have a long list, you can always just look at the totals and if the difference between one total and the other is evenly divisible by nine, that's often a transposition in there somewhere. You have two numbers flipped



somewhere and that's exactly what we did here. We have an amount that COD says we drew down and it's transposed a little bit from the amount we thought. We don't know who's right. That's something you just have to research. If you were right, then you should contact COD and G5 and see why they recorded the wrong one. If you were wrong, then you might want to back out here and put the correct one in and then it will match. Oh, and the return of excess cash, that also matched. The dates and the amounts are the same.

Okay. Now, we'll go into printing the Disbursement Comparison Report. We could do it either way because in this example we're showing how it looks if we were hooked up to an EDExpress database and we showed you how to import an external file. But, for this one, we're going to just say compared to external, that's the external disbursement file that we imported.

I already talked about these two print options. Another one could have been, you can do in loan ID or last name order. You can put a disbursement date range in there. And this is where you can tell it that you want to see both matched and unmatched and you can say if you want to see both booked and unbooked or you can do either one of those. We'll show you all of them and as you get used to this, you may decide there's no point in me seeing the booked matched files. They're perfect. They're booked. Everything's great and the amounts are fine, so there's no reason for me to even deal with those. I'll work on the other three parts.

Okay. So, we run the compare and this first section is booked records that are matched. Booked means all those elements that we need we've got and the amounts are the same between the two. If you'll notice on the bottom of this, we have a couple of odd sequence numbers. We have sequence number 66 and 67 and those sequence numbers from 60 to 90, 66 to 90, are because you entered the disbursements in COD on the website directly.

And so, when you import the CRWB the web based response that would update your school record with the web based response. So, you could do that. You can enter disbursements in whatever system you're using and send them or you can enter them directly in COD. Just be careful that you sync up your database again with what you've entered directly into COD. You can do that either by manually doing it or you can do it by importing a response and it'll update your database.

You can see that there's a potential reconciliation issue here. If you don't sync up, then all this stuff that you put directly in on the website is not going to be on your school's system and you'll have all these mismatches that way.

Okay. The second part now, that was booked and matched. Now, we're looking at booked and unmatched. I think that probably the most common way you'll get these is this. Remember the first disbursement books the loan that goes in there and so it's booked, but it can be unmatched because maybe you entered other disbursements that didn't get over there. So, now the total loan amounts are not syncing up.



One thing to remember is if you did not enter it into your system, nor if you didn't go onto the website and enter it, you're not going to know from the compare program. It's got to compare something against something. If it's not at COD and it's not in your school system, there's nothing to mismatch and so it won't even tell you that you've mismatched.

So, for those of you who know you've done the disbursements, if you do a Pending Actual Disbursement Report, that's a good way of finding out all those anticipated disbursements that came up during that amount of time, but were not turned into actual disbursements. EDEXpress has pending actuals. I'm sure many systems do. So, it'll show you the disbursement dates that went by, but the DRI indicator was not turned into a true or an actual disbursement. And then, if you, oh, yeah, I made these disbursements and then you enter those. But, don't count on the compare to tell you that hasn't been done because COD doesn't have it and your system doesn't have it. So, there's no mismatch.

The third page of the report, okay, these are unbooked that are matched. There used to be more ways this could happen, but now about the only way that you'll see, and you won't see this very often, is future dated disbursements that you send in. We don't book those until the actual date of the disbursement. So, we have it and we've accepted it and you'll have it because you sent it to us, so they're all matched, but it's unbooked. So, this is usually a timing issue. There are some ways, you'd really almost have to try to get something booked but unmatched, so that's about the only thing you'll see in this.

And the fourth section, and this is the one I think you'll run across most of your compare mismatches. Okay. On this section, you'll see all the records that are not on the SAS, but are in your school's database and that does kind of make sense. One would be that obviously you didn't send it to us. So, maybe it's still in a B status or maybe it's still in ED Connect and you didn't transmit it to us. So, you've got it, but we don't have it.

Another way would be if it got rejected and you haven't dealt with that yet, so remember COD looks at a rejected record as if it doesn't exist, that they never got it. That's the way they look at it. So, you've got it on your system and maybe it's in E status or maybe it's still in a batch status and once you import the acknowledgement, then you'll know that it's in a reject status. So, we don't even have that one yet.

When you see these here, most of the time you're not going to be able to resolve these just by looking at the report. I mean, it will show you at a disbursement level what's off, but you're probably going to have to open your own system and take a look at those mismatched disbursements and see what's going on. Check on the status flags and you may even need to go into COD online if the SAS doesn't have enough information to help you and bring that student up in COD and see what's going on there.



I know a lot of rejected disbursements occur because the origination record rejected and then you try sending the disbursement and they will never accept the disbursement if you have an origination still on a reject status.

Okay. That is compare. It seems complicated. It's not really. I mean, though it's pretty logical what it looks at. So, just when you run those compares, you'll get used to it. You'll see what parts you like and you probably don't need to look at booked and matched and then work them. I mean, if you don't work these, then the next month when it's due you're going to have all the mismatches from last month and then more and it'll just keep building like that.

So, if you do this every month and resolve these, document it. You don't send us anything on this. We don't want anything sent to us to say that you reconciled, but you have to have it at your school and if an auditor or a program reviewer asks for it, you need to show them that you've reconciled for the month. And we don't prescribe exactly how or what your document or what you say, only that you've done it and you can track what's mismatched and how that will be resolved.

Okay. I'm going to turn it back over to Anita and she's going to go over some of the other DL Tools functions right now. Thank you.

**[OLIVENCIA:]** Okay. We just have two more functions to cover and then we'll take any questions that you may have, and please use the mike when we get to that point.

I'm going to talk now about the rebuild functionality and essentially, as I said earlier, sometimes you have system crashes. Sometimes you lose your whole database and you need to rebuild files. COD provides you with what we call a rebuild file that contains all your loan and disbursement information for all the students that you process that got accepted at COD. And that includes any disbursements that you entered directly into the web through COD.

Now, in order to request this file, you need to call the COD School Relations Office to obtain this. You also need to download the EExpress software. If you're already using the EExpress and you have some information in there, but you don't know what you're missing, then DL Tools can help you rebuild those files. You can do a compare to see what's missing and then choose which records you want to select to update your database.

If you're working with a mainframe system or other software solution, then you need to create a file from that system. If you have anything left in there, import it into EExpress and then run DL Tools and download that rebuild file and do the compare to see what's missing and rebuild from there. Then, you can select which students you want to rebuild into your database.

Okay. Once you rebuild your database, if you import that into EExpress, you'll notice the orange arrow where it has the loan origination ID, the RB stands for rebuild. So, if



you're just starting with a fresh database and you're just populating everything in there and then you're adding onto EDEXpress, then any records that have an RB you know that it came from a rebuild file. Otherwise, it will have a different loan ID in there.

And once you rebuild your EDEXpress database, if you are using another software solution, you can create an export file and load that into your software. Now, the Disbursement Measurement Tools Report, as I mentioned earlier, measures the amount of time that it takes you to send a disbursement record to COD and have it batched and from the time it's batched to the time it's booked. And you set the tolerances in the Direct Loan Tools software and it starts computing the average time it takes you to process these functions and then it gives a report as to how long it took and compares it against your own tolerances to see where you are maybe not meeting your own tolerances.

So, if you expect to have all your records booked by the 30 days, which it should, then you want to set your parameters a little shorter so you have time to resolve any potential rejects or any errors that need to be corrected. So, you've set your parameters and you've run the reports. You tighten them. You loosen them to suit your needs and whatever results are yielded then you implement corrective actions to improve the process essentially.

Now, should you need additional technical assistance with Direct Loan Tools, here we have their phone numbers and e-mail address and the representatives are available from 8:00 to 8:00 Eastern Time. They're also located in the PC Lab and they have Direct Loan Tools loaded in there, so if you have additional specific questions about the software, please feel free to pay them a visit.

And here is our contact information should you have any questions about this session and we appreciate your time and we hope that you enjoyed the session and got something out of it. Please complete the evaluations and drop them in the box in the back, and if you have any questions, we're available to take them.