



[JULIE ALOISIO:] My name is Julie Aloisio. I'm with the Direct Loan Division. Allison Richards couldn't be here. Don't worry. We will make her pay. Just wait. This is Nikki Jones. She's here to assist, and without any further adieu let's go ahead and get started. We're going to talk about Direct Loan reports. What we're going to cover today, we're going to start with the lineup. We're going to do a quick run through of the available reports. We're going to talk about the what, when, where, and why of each of the reports. Then, we're going to look at setting some of our report options on the COD web and then we're going to look at how we can use some of our reports to solve some mysteries that may occur when we're processing; also, your handout. The handout has enlargements of some of the reports that we're going to be looking at. The handouts have enlargements of some of the screens we're going to be looking at and mostly that's just so you can see the numbers a little more easily. There are a few discrepancies between what you'll see on the screen and what you'll see in your handout, and I apologize for that. Mostly it's the date. The ones on the screen have an updated date on them, and some of the ones in the handout, it's basically an older report, same information though, but if I tell you the number is 5400 and you're looking there saying hmmm, what is she talking about, I just don't want you to be confused when you're looking at your handout and up there. Otherwise, we should be good to go.

All right, and your handout is called the lineup too. As you can see, we have a very full plate to run through. These are the reports we're going to talk about, just like we all had for Thanksgiving. So what we're going to do is probably what most of us did for Thanksgiving is take a little bit of each one and move on so we get a taste of everything. We're going to talk about what Direct Loan reports available to you, how frequently they're available to you, where they're delivered, where they're available for you to get, why the report data might be useful to you. Okay?

The first thing we're going to look at is probably our most important report, the School Account Statement, the SAS. This is definitely your most important report for reconciliation. The School Account Statement is very similar to your bank statement. It's an award-specific report so, therefore, if you're processing more than 1 year at a time you're going to get an SAS for each year that you're processing. The SAS is sent on a monthly basis. It's going to run the first full weekend of the month, so it's not always going to come on the same date. It's the first full weekend, and that's going to be sent from the time you begin processing for that award year until you're completely closed out. Okay? You're going to find the SAS available in your SAIG mailbox. All the other reports are available through your SAIG mailbox or online for the most part. This one is only available through your SAIG mailbox. Why do you want to look at the SAS? As I mentioned, this is like your bank statement. You're going to want to be able to reconcile. This is the official record of the department, what we've gotten from you, so you're going to want to make sure that what you believe you sent and what we got match up.

The next one we're going to take a quick look at is the 30-Day Warning Report, and that's going to show you all the unbooked loans for your school. You need 3 things to



book a loan: A master promissory note, an origination, and an actual disbursement, and if any of those things have not been received by COD, that loan is going to show up on this report. A loan with any activity within the reporting period, which the reporting period for this one is a little odd. It's a 90-day period that began 120 days ago. We'll actually get into that a little bit more when we look more closely. That's because you have 30 days to get the information in. Promissory notes are going to display on this for only 30 days before they drop off. This is a monthly report. It's available both SAIG and on COD in your Newsbox and, of course, this is going to help you see what's missing so that you can get that loan booked.

Next thing we're going to look at is the Inactive Loan Report and if you're trying to follow along in your handout, this is on page 5. The Inactive Loan Report is going to show you inactive loans. How about that? Whether you refer to them as being cancelled, zeroed out, reduced to zero, whatever reference you give to those loans, those are the loans that are going to be on this report. This is going to come to you monthly whenever there's data. You shouldn't get an empty report. It's available both through SAIG and in your Newsbox, and this is just to help you confirm that the loans that you did want to zero out were zeroed out and that nothing was done that shouldn't have been done. The next one we're going to look at is the Pending Disbursement Listing Report, and this is a report that many schools find very useful. This is going to show you all your pending or anticipated disbursements anytime in the past and up to 45 days in the future. This is going to be sent to you weekly anytime there's data for your school. This is available both in your SAIG mailbox and in your Newsbox. This can help you. Anything that's on this report probably needs a little attention, especially if it's showing up in the past. You need to look at that and ask whether you need to zero those out, whether you need to make those actuals. Another thing you can use this for is it lets you see what's coming up that needs to be made into an actual, the amounts of those loans that you may need to draw down for the next 3 days.

The Duplicate Student Borrower Report is on page 7 of your handout, and it is going to tell you when a student at your school is also getting a sub or unsub loan at another school with overlapping academic years. This is going to show up monthly when there's data for your school. It's available both in your SAIG mailbox and in your Newsbox and, of course, this is going to help you just be aware that your student may be attending another school, that they may have awarded, and you need to watch your disbursements to avoid rejects. Just a note on this one: This has Direct Loan data on it. You have to keep that in mind that you might also have to keep your eye on NSLDS for other loans that your students may have. The SSN/Name/Date of Birth Change Report is on page 8. This is going to give you changes that have been made to student identifiers within the last 90 days to any borrower that has been associated with your school for the last 3 most recent award years. This is sent out weekly when there's data. It's sent to your SAIG mailbox or it's found in your Newsbox, and this is to help you confirm changes that you might have made and make sure that what you sent in is what we've got or in the case of a student who may be attending 2 schools, if they tell 1 school and not the other this is a way for you to get the information.



The next one is the MPN Due to Expire Report. That's on page 9, and the MPN Due to Expire has MPNs that are due to expire within 60 days. What's going to cause your MPN to expire? It's been out there for almost a year and nothing has linked to it. There hasn't been an origination or there has been an MPN out there with an origination and no actual disbursement. Of course, now we're getting to the point where some of those MPNs are reaching the end of their life period, and those are going to start showing up. They've reached the end of their 10-year life, and you may have students that need new MPNs that haven't before. This is going to come to you monthly. It's going to be sent to your reporting school's SAIG mailbox, and it's available on the website and, of course, this is just to help you keep an eye on MPNs that are still available for you to link an origination to but just to make you aware they're going to be flowing into this next report, the Expired MPN Report, within 60 days. The Expired MPN Report is going to tell you your MPNs that have expired in the last 30 days. Of course, the reasons that they're going to expire are the same. The only other reason that an MPN might show up on this report is if a borrower got an endorser on a PLUS note. Then, that MPN that has an endorser will show up on this report. This is going to come to you weekly. It's going to go, again, to the reporting school's SAIG mailbox, and it's available in the Newsbox and, of course, this is going to let you know when an MPN is available to link to when you need to think about getting a new one. Of course, if you have an origination linked to the MPN and the disbursement date, the first disbursement date, is before that MPN expired, it will allow you to send that in without a new MPN. The MPN Discharge Report is on page 11, and this is going to tell you about discharged MPNs for death, unauthorized signature, identity theft. This is a weekly report. This is sent both to the SAIG mailbox and the Newsbox and, of course, this is information that you know you're going to have to have an MPN or you know in the case of a student where there's been a death you're going to need to zero out those awards. Just since we're talking about MPNs, there's obviously 3 reports that have information, but you can also go out onto COD and do a query to pull down information on your MPNs anytime you want. Okay?

Now, this is the one report we always hope you never have to use because this means you've lost data, the Direct Loan Rebuild. However, if you have lost data, this is very flexible, very helpful. This, of course, is going to be offered on request. If you've lost data, you need information sent, you can request it. It's going to be sent to your mailbox, and you can get this for an entire award year or for a specific borrower or student. You can get it for a single award ID, for a single disbursement, for a date range. It's very, very flexible, whatever you need. Hopefully, you don't need it at all.

The School Monitoring Email, which goes from page 12 to 15 in your handout, is something that not all schools are going to see. This is a monitoring process that COD School Relations and Federal Student Aid use to monitor and report information back to the schools just as a heads up to try to avoid issues. Communications are sent weekly. Those are sent to the financial aid administrator, and the address that we use is from the contact information in COD, and we know that people come and go and move around a lot, and just be aware that communications are often sent to those addresses in COD, so do your best to keep those current. It's helpful for all of us and, of course, the school monitoring process is just to allow the department to work with schools who



may have issues or may be on the verge of having issues and to try to avoid some processing problems. As you can see on page 14 in your handout and here on the screen, this is the numbers that are actually on the report. It's going to give you the information on any unsubstantiated cash for any of the award years that you're currently processing. Those are all the COD reports that we've looked at.

We're going to just talk real quickly about some of the servicing reports and, of course, available on the servicing website you can get your Entrance, Exit, Delinquency, and Portfolio Reports. The frequency of these is based on the criteria that you've chosen when you go out to the site. We'll actually look at that more closely when we talk about our options, and these can be sent to your SAIG mailbox or you can pull them directly from the website anytime you need to and, of course, these reports are going to help you manage and monitor your borrower activity and try to help your students avoid default, and that's it. That was quick. I know we just skimmed the surface. We're going to look at how we can set the options to get some of these reports, and then we'll get into a little bit more meat. As I mentioned, most of the reports are available through your SAIG mailbox or through the Newsbox. Of course, your SAS report, School Account Statement, is going to be sent to your SAIG mailbox. You're going to be able to see on page 2 of your handout or on the next screen here what's in your handout is a matrix of what's available and how it's available for the COD reports. You can see on the screen down at the last 4 lines there that we have the Direct Loan Servicing reports, and there are some changes coming up with servicing as I'm sure you've all heard, so some of these reports may be moved to different places, maybe, and we will keep you informed through announcements if there's any changes made. Of course, you'll be able to find the announcements on IFAP if you don't catch those the first time around. All right, we're going to look at how we can set our options for the reports that we're going to get from COD. We're going to sign into COD, and we're going to go to the schools tab, and then we're going to go over to reports selection. As you can see, there's going to be a dropdown box next to your reports, and you're going to be able to choose a format that you want to get those in. If you're not sure what kind of a format you want, you should probably talk to your software provider and make sure that what you're going to get is what you want. Notice there that by your SAS there's not a dropdown box. We have a whole other page for the SAS. We're going to look at that.

Now, if you want we have just barely touched on the SAS. We're going to talk about it a little bit more but if you want some more in-depth information about the SAS, the options, what each of them mean, the reconciliation session that they're having goes into it a lot more. Also, the COD Technical Reference, and I have in the back there, there's the volume and everything you need to find all the information on all the reports. It's really very good information, and it has all the details that you're going to need. For the SAS, you'll notice that you can do the monthly, the year to date, or both. You can choose to get detail or not. I just do want to say that for schools that are interested in using Direct Loan Tools to do a compare, the SAS options have to be set so that you can receive the year-to-date SAS and disbursement detail. Okay? Now, we've said that these are available. Oh, I did want to mention 1 other thing. In the previous slide, you probably also saw when you did the dropdown – 1 more. Can you go back 1 more?



See where it says do not distribute? You can choose not to get any of these reports. If you choose do not distribute, that means they're not going to be sent to your SAIG mailbox, and they are not going to be available in your Newsbox. You can go in and change that anytime you want. If you change your mind and decide you do want to start getting those again, you simply go back in at any time and change it back, and you will get the next version the next time the report is run. The ones that you decided not to have sent to you, you will not get. Okay? Also, when you set these options, as I said, you can change them anytime you want for any of the reports, the SAS or any of the others, but you don't have to go back in every year. Your choices will roll forward so that you can decide what you want to get, and you don't have to worry about it every year. Now, I mentioned the technical reference, so I have to tell you that right before this conference we found out that we noticed that for the SAS it says in the technical reference that your options will not roll forward, and that is incorrect. Your SAS options will also roll forward just like all the other reports. Okay? I don't want you to go back and say "but she said." Okay.

Now, how are we going to get to our Newsbox reports? We're still signed into COD. We're going to choose services, and then we're going to click on that hyperlink down at the bottom that says COD reports. When we do that, this is what we're going to see. As you can see on the side there, you can choose to look at your Direct Loan reports or your grant reports. Of course, we're looking at your Direct Loan reports for this session. When you see the title and you click on the title, that is going to display the most recent version of the report. If you want to see past versions, click on the actions, and that will take you here, and you can choose the version of the report you'd like to look at. It'll display all the versions that are available to you.

Now, we talked about those Direct Loan Servicing reports, and we're going to look at how you can access those. You can access those through COD as well. Still signed into COD, go back to that services tab where we went for the COD reports, only this time we're going to choose Direct Loan Servicing. When that comes up, it's going to open up a separate window. It's handy if you want to be looking in 2 places. It allows you to toggle back and forth. You're going to choose your school reports. Since it does open up another window, the 1 issue that some schools have had with both the report areas are if they have their popup blockers turned on. That's been our most frequent reason that people have trouble accessing their reports. Of course, if you check and you don't have your popup blockers turned on, then please let your COD rep know so that they can help you figure out – there are a few other reasons, but that's the most common one. All right, so we're now actually in the Direct Loan Servicing site. The school reports that you're going to have access to are the 4 listed there, and then also you have the report selection link to give you how you want to give you your choices of how you're going to do. What we're going to do is click on the Entrance Counseling, and this is going to show you the various ways you can get this report. Remember you can also generate these reports online. They can be sent to your SAIG mailbox or you can just go ahead, if you want to run something right now, you can go ahead and do that. Just a note if you haven't been to What's New for COD yet, the Entrance Counseling is moving in March 2010 to the new Direct Loan site, and once the student



does the entrance counseling then an acknowledgement is going to be sent to the school to let them know that that's been completed. You'll be able to search on COD for entrance counseling information. Okay? The Report Subscription page is where you're going to go in and say how often you want to get your reports and where you want them to be sent. On this site, there's actually another option besides your SAIG mailbox. You can put in an email address that you would like to have these 4 reports sent to. That's specific to the servicing reports. Okay?

Now, we've seen what we have, and we've seen where we can find it, so let's see how these reports might be able to help us. We're going to try to solve a few common mysteries. The first case that we're going to go through is the case of mistaken identity. How can we determine if a student identifier has changed on COD? Where can we look? Who knows? Well, first of all, if we've made a change, we'll have gotten an acknowledgement back from COD but if someone else has made the change, and even if we did, any change that has been made is going to show up on the SSN/Name/Date of Birth Change. Any changes that were made in the last 90 days are going to show up on this report. We're going to look at this report just a little bit more closely and, actually, this is one of the ones that I think there's a little discrepancy between what you're going to see up here and what you're going to see down there. This is report 6 on page 8 if you're looking at your handout. The report period in the example on the screen is 7/1/09 to 09/30/09, remember 90 days, and in the box you can see that Joy had a change sent in via batch changing the date of birth from 4/15/1985 to 12/15/1985, and that change was accepted by COD on 9/20/2009. So, of course, this information is to help us monitor our changes and changes other schools may have made. Questions we're going to want to ask are, Does this report match the changes that we've made? Are there updates from other schools that we need to make? Remember this is for students or borrowers that have been associated with your school for the 3 most recent award years, so you'll have to decide how you want to use this information. If another school has sent in a change for a student that's currently attending your school, you, of course, may want to check their enrollment status. You also may want to check the Duplicate Student Borrower Report to see if they're getting awards at both schools for the same period but, for now, I think we can say the case of mistaken identity – case closed. I always say I'm going to bring a gavel. All right, the next thing we're going to look at is the case of the unbooked loan. We've discovered that we have an unbooked loan. I'm sure that never happens to anyone in this room. Now, how can we find out why our loan is unbooked? Where are we going to look for clues?

All right, we're going to take out our magnifying glasses and take a closer look at these 3 reports: The 30-Day Warning, the Discharge – actually, we're only looking at 2 of the MPN reports. The first one we're going to look at is the 30-Day Warning. That is number 2 on page 4 of your handout. All right, this report is going to show us the pieces that COD has and still needs to book the loan. Obviously, this is a very useful tool when we're looking for unbooked loans. We're going to start at the top. This report's going to show us awards that have had any activity during the reporting period, and this is the report that has the odd reporting period. The reporting period is 90-day period that began 120 days ago. Remember, we have 30 days to get all that information in. The



date on this report is 3/31/2010, so the information on this report is going to show us loans that had any activity and are still missing a piece to book the loan from December 1, 2009 to March 1, 2010. That's a 90-day period that began 120 days ago. Okay? So, if we'd originated our loan on the 15th of March and we hadn't sent in an actual disbursement, it's not going to show up on this report. It's going to show up on the following month's if we still don't have. Okay? Remember, MPNs that are not linked are going to fall off this report after 30 days. The rest of this information is going to be available for 90 days. You can see further down on this report – somebody's allergic to reports. I can empathize with that. You can see further down on the screen that the information sorted by the type of award (the PLUS, sub, unsub) and the dates that the MPNs were received by COD. Now, of course, if you're not planning on doing an origination at all, there's no followup but if you thought you had done an origination that would link up with 1 of these, then you might want to look at maybe there was a reject that prevented them from linking. Maybe there was an identifier issue that prevented them from linking, so your SSN/Name/Date of Birth Report might be another place to look. All right, we're going to take a peek at the Expired MPN Report as we continue on this case, and this one is on page 8 if you are following through your handout. You can see that the first 4 lines here are showing only the first 2 letters of the name. Could this be a clue? On all of the MPN reports what this is going to tell you is that this is an unlinked MPN. If we thought we had an MPN to book our loan and it's showing up here, that could explain our mystery. That could solve our mystery right there. As I mentioned before, expired MPNs are not usually available for linking. The time that they are is if you send in an origination with an actual disbursement that was prior to the expiration date of the MPN, it will allow it to link and it will pop that expiration date out the 10 years, so we kind of give you a little wiggle room there, but ordinarily a new origination would not link to an expired MPN. Okay? And how would we know that the MPN is linked to an origination if we're looking at this to try to figure out one of our mysteries? Well, the ones on the bottom have all their information there, so we know that there's been an origination sent in and linked. Remember, only 2 letters of the name means there's only an MPN. If we have 2 pieces, you're going to see the full name. Okay. Now, we're going to look at MPNs Due to Expire. Of course, before our MPN got on the expired list it was on our due to expire list. This is on page 7 of the lineup if you're following through there, and you can see that Kendall Wendzel, or person, has an MPN that is due to expire on September 7, 2009. In your handout, I think it's 2/26/2008. That would be a mystery in itself if we didn't already know they weren't supposed to match. We can see the name, so we know that this is linked to an award, so we also know that since it's linked to an award the only thing that's keeping this from booking is we haven't sent in an actual disbursement. Okay?

So, we followed through on some clues, looked at a few reports to give us some idea, asked some searching questions, and I think we can say case closed. Okay, we have 1 more thing we're going to look at, the case of the cash balance. Throughout the processing year it's going to be very rare that you have a zero ending cash balance. It's not necessary. The important thing to do is to be able to know where the money differences came from, what's showing on the report, just like when you're looking at your checkbook. But where should we begin our investigation? My school has an



ending cash balance. Well, of course, we're going to look at our School Account Statement. We're going to take a look at the Pending Disbursement Listing Report, and we're also going to talk about some school records that we might want to look at. First place we're going to look is the SAS Cash Summary. Say that 3 times fast. It's on page 3 of your handout. What you see on the screen is a year to date. What you're going to see in your handout is a monthly. You can notice that they're very similar. They look almost the same. The summaries are going to give you very similar information. On the screen, we can see that the ending cash balance is \$4925. Now, what we need to ask ourselves is, Can we explain that amount? Do the totals here match what we have in our records? In this case, we can see that the total net unbooked disbursement plus the cash greater than accepted and posted disbursement does equal the ending cash balance, which points us in the direction of where we can do some further investigating.

We're going to look at the SAS Cash Detail. What this is going to tell us is what has made up those numbers that you're seeing on the summary pages. It's also going to tell us the transaction process date. Some of these more detailed pages are mysteriously missing from the handout. I apologize for that. What we're going to be looking for is timing differences. Did we draw cash down at the end of the month and we haven't yet disbursed it or we haven't yet sent in those disbursements? That could explain our ending cash balance. Are there timing differences between what we see here and what we see in our records? Did we send in a cash refund and did it get credited to the incorrect year? Any refunds that we send in we recommend that they're sent in electronically. If they're sent via paper, please mark very clearly the year they're for. It can cause confusion, and it can create mysteries in your bookkeeping. Let's look at the SAS Disbursement Detail. This is an example actually that's pulled from a DL Tools report. We want to ask, Does this information match our records? Do we want to run a compare between what's in the SAS and what's in our records? Again, could there be timing issues? Is there data that's missing from the SAS that we thought we had sent in? We need to remember that the unbooked on the SAS is almost always going to be due to future-dated disbursements since an MPN is required before you can do an actual, so watch those if you're seeing unbooked on here.

Now, some of the reports that we've looked at are available in alternate forms. These are formatted in Excel from a fixed-length format, and they're easier for some schools to work with their own data and to look at them in Excel. Of course, delimited formats can also be pulled in. If you happen to think that these templates are attractive, they are available to you. They are available by emailing Allison Richards. I told you she'd pay. She actually created the templates for these reports so, seriously, if you do want to try using those, send her an email and she will send those templates off to you. Her address is at the end of the presentation. I actually made a note to say that. All right, let's look at the Pending Disbursement Listing Report. That's on page 6. Remember, we're still on the ending cash balance. We still haven't quite figured out where that ending cash balance came from. It could be due to disbursements that are still showing as pending, which should have been zeroed out or reported as actuals. Notice the disbursement date for Aaron Spells is January 13, 2010, and the report period end date



is 2/23/2010. That's a pretty good chunk of time. We need to ask ourselves do we need to zero this out for Aaron. Do we need to make it an actual? Needs some sort of activity probably. If we drew down money to award to Aaron and he decided he didn't want this, we need to remember we need to return those funds. That could explain where some of our money is, some of the differences. Once we've looked at all our reports in order to feel really confident that we've done all of our sleuthing, probably a good idea to keep in mind that we want to keep a close eye on information between the business office and the financial aid office. Again, does everything match? Are all the disbursements and all the funds that are drawn for the same years? Are there other discrepancies that we need to investigate? By looking closely at everything, though, and getting all of our information from everywhere, it's going to allow us to say case closed. Okay?

All right, we've pretty much looked at what reports are out there, where you can find them, when they're available, and how you can use them, how they might be helpful for you. Hopefully – here we go – this is where I'd mentioned before the COD Technical Reference volume 6 section 8 has all the details on all the reports. If you need help with any of your reports, your COD customer service rep is always available, and they're very helpful with any issues that you might have with these. If you have any questions or you need help with anything, please email Allison Richards or, of course, Julie Aloisio. I told you and now if you have any questions, then just please step up to the mic so everyone can hear you. No questions. Good. Have a good evening.