

*Maria:*

With that, I'm gonna get started. This is our agenda for today. I'm not gonna go through it, because you can see what it is. I had – in the last two sessions that we did, I had gone over the other COD sessions that were being presented throughout the conference, but there's really no reason for me to go through those right now. So I do hope that you did get a chance to attend some other COD sessions. And don't forget that the COD folks are in the PC lab, in the event that there's anything you wanna see, either today or tomorrow morning before you go home, that pertains to this presentation or anything else related to COD.

We're gonna start by talking about access to COD for new users. And let me state that when Pat and I created this presentation, we used a couple of sources of information. We tended to take or to incorporate information from schools, or questions from schools, that were asked of us frequently throughout the award year. We deal with schools every day, new direct loan schools every day, and so any questions or concerns that we get on a regular basis regarding COD were incorporated into the session.

And we've also incorporated our own experiences into this session. Whatever we thought was handy when we were learning how to use COD – and we're still learning how to use it. Every day, we learn something new, it seems. So we've put we've found most helpful into this presentation as well, and we hope it's helpful for you.

One of the most frequent questions I get, or I used to get and still get now from new schools that have to sign up new users, is, "How do I get access to COD?" or, "How do I give my staff access to COD?" and that's what we're gonna talk about first.

There are two types of access to COD. There's a Level 5 user who's the system administrator at the school for COD, and then there's, for lack of a better term, everybody else. Everybody else can be incorporated through User Level Roles 1 through 4, and those are varying degrees of access to the COD website. Level 5 user can control access for staff members under Levels 1 through 4.

Level 5 is the highest level of access, and that actually requires a written letter to go to COD. It needs to go on school letterhead. It needs to be signed off by the president or a vice president, somebody higher up than the financial aid director. And while this needs to be mailed, I do recommend often to my schools that it be overnighted to Niagara Falls just so that it doesn't get lost in the

mail. There's a different address to overnight it to than there is for mailing it out.

This is just a slide to simply show our Level 5 users that are interested, what they need to do if they want to sign up anybody for a User Level 1 through 4 in the system to give them access. And you start this by going to User on the blue menu bar, and I'm gonna try using the mouse here to show you guys what I'm pointing at. This ain't working. It was working before. I'm sorry.

You go to User on the blue menu bar. And once you're there, it'll bring out – you bring up your school. And then you can begin the process by going to Search. You can add a new user this way. You go through the screens, and the information that's required about your new user. And you do have to assign this new user a password. This is gonna be a temporary password to get them started, but you do need to assign them a password right off the bat.

You click on the Submit button to get this information submitted. Then you're gonna end up clicking on the Submit button one more time just to make sure. And then you have established a profile for your new user at a level that is between one and four. And I'll show you a chart with the user levels in a second.

Once you assign your new user a user ID and a password, they will receive an e-mail from COD, and this e-mail will contain their user ID. Then they'll get a second e-mail containing the password. They don't come in the same e-mail, for security purposes. And when they get that password in the e-mail, they have 24 hours to logon to the COD website and set up a new password. Otherwise, if it's not within 24 hours, they're gonna be locked outta the COD system and they need to contact COD then to regain access. So if you're setting up your new users, you're gonna wanna tell them to look out for this user ID and password, that it's gonna come within about 24 to 48 hours, and that they need to set up that user access right away.

One of the problems we do have is that some schools, their e-mail system recognizes these e-mails as spam, and sends them to a spam e-mail. So some schools don't see these e-mails for days at a time. So if you set up your new user, they should be looking for this e-mail. And if it doesn't come, they should check their spam folders or check with the IT department to see where it could have gone, or contact COD and find out where that e-mail is.

This is a copy of the password e-mail that will go to the users when they receive it. When they do login for the first time, they can establish their own password and maintain that. They don't need to have you do anything else as far as setting them up as a user.

Slide No. 10 contains something called the COD user levels chart. And this is just for your information only, to let you know what the different levels – user levels are that are available at COD. It can help you make a decision in assigning a user level to one of your staff members.

For those of you who are interested in seeking access as a Level 5 user at COD, as I indicated earlier, you need to have this request put in writing and sent up to Niagara Falls. There is an electronic announcement that details all the information that needs to go in this written correspondence to COD. It is available on **IFAT**, but because it's dated 2006, it's located in the archive section. The easiest way to find it is to logon to COD and go to the Today's Update menu bar at the bottom in the gray, click on Today's Update – excuse me. Go to the menu bar at the bottom in the gray, and then click on Today's Update. And when you get there, you wanna select COD Website Access for Schools. The electronic announcement will come up and it'll give you all the information you need to get yourself set up as a Level 5 user.

Just as important as setting up access to COD is deactivating your access in the event that you leave the school or your staff leaves the school, or otherwise just doesn't need access to COD any more. There are a couple of reasons for this. One of the reasons is it keeps the system clean. If somebody is no longer a user, you really should just remove them out of the system.

The second and probably more important reason is that you don't want another staff member logging in with your ID or somebody else's ID on your staff, having them doing – or performing work under that ID. There are enough IDs available where each staff member should have their own. And if they no longer need that, that should be deactivated.

If it's a Level 1 through 4 user that needs to be deactivated, the Level 5 user can do that simply by logging onto COD and going to User and deactivating that profile.

A Level 5 user needs to submit their request in writing, but this request does not have to be mailed to Niagara Falls. It can be faxed, and I've listed the FAX number here on the slide for you.

Moving onto Slide No. 13, there's another screen in COD called the COD Option screen. And we're gonna take a look at a couple of pieces of information here on this COD Option for direct loans.

As many of you have probably already seen, back on October 1st, we published an electronic announcement that detailed some of the changes that would be coming – forthcoming in Release 9.2 that was released in October. And one of the changes was to the way that COD handles MPNs in the COD system.

Previously, if a school had their MPN print option set to Y, for Yes, in COD, and the school sent in loan original records to COD, COD would generate paper master promissory notes for all students and mail them out. And this was a little bit expensive and probably unnecessary and confusing to students because if they've already done an MPN, they didn't need to receive another one in the mail that just confused most of them.

So with 9.2, what we have done for those schools who had their MPN print option set to a Y in COD, and when they send in a loan original record to COD, we check to see if there's a prom note on file. And if there is no prom note, we will send an e-mail correspondence to the borrower if there is an e-mail listed in the loan original record that comes in, indicating or telling the borrower to go to the studentloans.gov website and complete an electronic MPN.

If there is no e-mail – valid e-mail address on file in the loan origination record, we will, of course, still mail a paper note. But this electronic process saves the mailing and the paper, doesn't go out to every student that comes in, and hopefully it helps the schools by doing a little bit of the follow up that the schools might be doing in chasing down these students who need to submit MPNs, particularly in this first year of direct loan processing.

So if you're not sure what your MPN option is and you want to take a look, you'll wanna go to the PC lab, or you'll wanna take a look at this once you get back to your school, and see what your options is. And if it's set to an N, maybe look at the process. Take a look at the electronic announcement and decide whether or not this might be a good process for you guys to implement at the school.

This is a screenshot of the direct loan options page in COD. And you get here by logging onto COD and bringing up your school.

And then on the left-hand side of the screen, you click on Options. You need to make sure that the direct loan program is the program that is being displayed in order to get this information. And I've got the prom note print option highlighted in red up on the screen.

There's something else on this page called the Web Activity Response Option. And let me give you a little bit of background on this. You probably already know this, but I'll just repeat to repeat myself. In order to book a loan, you need to have an accepted loan origination record, an accepted signed master promissory note on file, and an accepted actual first disbursement on file. When all three components are received at COD, this books the loan, or it puts it on the books. When the maintenance of the loan transfers, the responsibility for maintaining the loan transfer from COD to the servicer.

Oh, God. I'm talking about something that doesn't even apply here. I'm sorry, guys. I lost my train of thought there. Let's start all over again.

Okay. Web Activity Response Option. As most of you know – I apologize. There's no excuse for that. As most of you know, when you go ahead and you make changes to a student loan record, most of you will submit those changes in a batch to COD and transmit that to COD that way. Sometimes for whatever reason, you find that you need to logon to COD and make the change directly online. And if you do that, and if you have this Web Activity Response Option set to a Y, COD will transmit a response for that online change to your school. And this online change can be imported in your system, and then will update your system so that your system information matches the information that is on COD.

It's handy to have the matching information, particularly for reconciliation purposes. You wanna make sure that whatever's on your system matches our system, and whatever we've got matches your systems as well. It'll make reconciliation that much easier.

For schools that have signed up or set their option to a Y for Yes, for this Web Activity Response Option, we will send you that response file. Comes in a file message Class CRWB, common record Web-based, but you need to turn it on or set that option to a Y. By default, in COD, it's set to an N.

The caveat here is that not all system can handle the import of a CRWB file. Meaning, that there are some third-party vendor

systems out there that just can't do anything with a CRWB file, can't import it, and the data inside that file won't update your system.

So if you've got this option set to an N in and you're unsure whether or not your vendor system can handle the import and updating with the file, check with the system software provider before you set this to a Y. See if they can handle the import of the CRWB file.

This is a shot of the direct loan options page, and this time I've got highlighted the Web Activity Response Option. And, again, if you want to take advantage of the functionality for the Web Activity Response Option, you want to set that field to a Y.

Okay. Now we're talking about borrower servicer relationship, and I think this is where I got off track. Okay. We already talked about booking a loan. I'm not gonna go through it again here. What happens, though, when a loan is booked at COD is that we send the schools a booking notification file. I'm sure you've all received one if you've started submitting loan records to us.

What also happens is that a servicer is assigned to these direct loans once they get booked, and that servicing information goes to a couple of places. It says with the servicer, but it's transmitted to NSLDS so that you at the school can view that information on NSLDS, and you can also refer your borrowers to reviewing – to view that information on NSLDS if they want to see who their servicer is, how to get in contact with them, how much they may owe. It's all out there on NSLDS for them as well.

But we also maintain that data in COD, which a lotta schools didn't seem to know. So I wanted to point that out here to you. It's – this time it's listed under the Person menu on the blue menu bar. And once you get to the Person menu bar, it's the last choice on the left, Servicer. When you click on Servicer, you're given two options. You can either enter the student's or the borrower's Social Security number, or you can enter the borrower's direct loan award ID. Either way, once you enter one of these, this information, like what is displayed, will come up for you. And included in what's displayed is the loan servicer for the loan. In this case, this loan is being serviced by Great Lakes.

You've probably seen these slides before. I've lifted them from earlier presentations that **Cindy Battle** has given on direct loan servicing. This is mostly just for your convenience here. This is

the contact information for the servicers who are currently servicing direct loans. As you probably heard **Jeff Baker** say this morning, we're gonna start bringing nonprofits in the service direct loans as well. So there will be more contacts.

Next on our agenda, we're on Slide No. 24, is a couple of things that a lotta schools don't seem to know about. One of them is returning to previous screens, and this is a little bit more than just using your browser's Back bar in order to get back to the next screen, which I do all the time; I'll admit it.

And the other one we're gonna talk about is called the Acton queue.

Most screens – not all of 'em, but most screens in COD have something near the top of the screen called a crumb trail. And I've got it highlighted in red here, right under the blue menu bar on the screen. And crumb trail allows a user who has maybe logged into a student's standard and drilled down progressively further to get to more and more details about the record. It lists every site that the user has been to for the borrower's trail. And you can simply click on of these orange links if you wanna go back to a particular screen that you had been looking at before.

You can go all the way right back to where you started without having to hit the Web browser bar multiple times. You can simply start, in this case, go back to Promissory Note Detail instead of going Back, Back, Back, Back to previous screens. If you've never seen this bar, it's easy to miss because it's so tiny compared to the rest of the data that's on the screen. Give it a try if it's listed on your screen. See if this works for you instead of using the browser's Back button.

There's something else called the action queue in COD, and this is located under the Batch menu. And in its simplest format, the action queue is a list of pending disbursements that have either whose date has passed, or whose date is current that are still in a pending status for the school. And the school can go online to COD and just by checking a checkmark – marking a checkbox, however you wanna say that, you can go ahead and disburse loans to multiple borrowers online on COD.

The problem with this – or the lack of functionality there, is that you can't change the disbursement date or the disbursement amount on the screen. So you have to literally disburse using the date and the anticipated amount that you submitted when you

submitted the record to us. But for those of you who are prepared to do that, if you wanted to disburse online, you can simply check this checkmark and hit the Submit button and you'll have disbursements for multiple students disbursed just like that.

But there's another reason to use the action queue that doesn't come up quite often, and that's for reconciliation purposes. As you know, I mentioned earlier, it's best to have your system match ours, and it's good to have all your disbursement data cleaned up or you need to – it's good to be up to date on all your pending disbursements.

You can use the action queue to determine who may have been – who may have needed a disbursement, and who was not disbursed upon. And you can use that information to determine what you need to do to follow up. Perhaps you really need to go back and make a disbursement in your system, transmit that to us, or perhaps that's a loan that should probably be zeroed out and maybe you wanna clean up the system by transmitting a reduced award of zero to us to just clean up the system as I stated.

But you can use the action queue to determine what loan disbursements are still outstanding or in a pending status, and that could potentially help clean up reconciliation if you're having a problem reconciling down to the dollar.

This is a screenshot of the action queue in COD. As I said, it's available under the Batch menu. And you click on Action Queue, and it'll bring up a list of the students who are available at your school who still need – who have pending disbursements outstanding. If you look on the left side of the screen, there are the checkboxes. And this is where you would checkmark anybody that you need to make a disbursement for if you want to do it right from this screen. And if you look to the far right on this screen, you can see all of those records are in a pending status, meaning there's been no action taken on them yet.

We're on Slide No. 29, and we're moving onto the Batch Information menu. And this is probably the most helpful of all the screens in COD because there is so much information contained when you link to information from the Batch menu. It's unbelievable the information that you can get to, including rejected records, which are not really stored anywhere else in the system.

So this is a list of just some of the information that you can start with when you get to the Batch Search menu. And we're gonna



get to a little bit more details.

Users can search by school or by person on the Batch menu bar. When you're searching by school, you can break your search down into a date range, or you can search by a particular type of batch you're looking for, such as entrance counseling or master promissory notes, or direct loan response files. You can search for all accepted records or all rejected records. Also, when you're doing a search, you can do a person search and you can narrow down your person search by one particular award year, or you can search all award years for a particular student. There's a lot that can be done here.

This is a screenshot of the Batch menu. You've probably all seen this by now. The one thing that I do want to call out is that there is a limit, as you can see, to the date range search that's available on the school search. You can only search batches in 60-day increments on COD. So if you need to search for batches and your range is greater than 60 days, you're gonna wanna break your search up into multiple searches that are within 60-day timeframes.

The bottom of the screen has the person search that can be done by Social Security number. And the middle of the screen is also another type of search. This one just seems to be the least popular of the types that can be done. But you can search by document ID or by batch ID. All you need to do is type in the document ID of the batch that you want to search, and hit the Search button, and that'll bring up all the information that was contained within that particular batch.

This is Slide No. 32. And one of the things you can do when you're searching a rejected record – a student's rejected record for any reason, the first thing that'll come up are the rejects and any associated warnings that go along with this particular record. So what I've done is shot a screen of a rejected record for you to see. And this can be helpful because this can kind of pinpoint to you as to what you need to do to go ahead and correct the record. There is different pieces of information that are provided here, such as the fact that the title says Award Error. That's in the gray bar that's near the top. And that tells us right off the bat that that's an origination reject. If it said Disbursement, obviously, we would know that was a disbursement reject.

The Field value is financial award amount. So that tells you, "Okay. There's a reject with the award amount field." Right beneath that, is the edit number or what we more commonly know

is the reject code. At least that's what I call it. Right below it, it tells us what's wrong with the record. There's an incorrect award amount in that field. The edit status is rejected, and I'll tell you why that's important in a moment. And then it tells you the field value that was included in that field. The field value was \$15,500.00. And I don't really remember what the reject was, but I'm thinking off the top of my head somebody may have submitted a subsidized loan in the amount of \$15,500.00. Right off the bat, we know that's too high.

Right below that, we have a Disbursement 1 error. And looking at that information there, it's the fourth row that's really telling to us. That tells us the edit status is a warning. And there are rejects and there are warnings that come from COD. A reject will prohibit a record from being processed. But a warning won't. Warning is simply what it is. It's a warning. To take it, for example, this warning – this particular warning that I've got displayed on the screen, disbursement date within seven days are passed, payment trigger set to No. This is probably a reject – or warning record – excuse me – that you've all seen this year. If you've made your disbursements for the first time, at some point you've seen this.

Say that I submit a loan origination record today, and I've listed the anticipated disbursement date as today, but I didn't check the Disbursement Release indicator, indicating that this is an actual disbursement? I just submitted the origination record. COD would return this warning edit to me to tell you, "Hey, you submitted a loan origination record. You're telling me that you expect to disperse today, but you haven't checked the Disbursement Release indicator. It's just a warning reminding me, "Hey, I need to go back and disperse on this." And that's all it is.

This information in the top rows on the Reject is helpful because we can go to the COD Tech Ref – that's where I prefer to go. Pat prefers to go somewhere else, and he'll tell you about that in a little while. But I can go to the COD Tech Ref and I can determine how I can fix this record. And Slide No. 33 is a screen shot of the tech ref. And I used to work at a school, and so did Pat, and I can tell you that when I – the first time I ever saw the tech ref, it was very intimidating to me. I look at it and said, "First of all, I'm not tech, and I can't read this." And I said that before I ever opened the tech ref to see what was in there.

But over time, I've looked at it it's – it really is user friendly. And if you haven't given the tech ref a chance, I would say, "Give it a chance at some point. If you think you might need assistance in

understanding the information that's in there, just call your COD CSR or if you've got a rep at the Department of Ed, call one of us and just ask us for some assistance interpreting what it is that you're reading. It is written in plain language and it really is user-friendly once you understand how to find what you're looking for.

In this case, there's an entire section on COD edits or rejects. And all the edits or rejects are listed in order from lowest to highest, starting with Reject No. 001. And in this case, I've shot screen – the screen for Reject 039.

The second column has a C/R in it, and it's telling us whether it's a warning or a reject. R stands for reject. If there was a W there, that would mean this was a warning. There is also a C here. C stands for correction. Corrections aren't done in Direct Loans, but they're done in Pell. So this could also be viewed as a correction edit for the Pell Grant program. So we're not worried about that. We're concerned with the reject.

Third column tell us that this could be either a reject to the award, which is the origination, or the disbursement block in the common record, which is the disbursement information. And then the fourth column, the incorrect award amount just tell us what the reject is. The fifth column there is a little bit more detailed, giving us information about the reject. This case it's telling us what the loan maximums are. And this edit is actually continued on the next page. I didn't shoot the next page.

The sixth column where it says Pell, Direct Loan, just lets us know that this edit applies to Pell and to Direct Loans. We're working with Direct Loans today.

The column on the right is probably the most important column 'cause this one tells you what you need to do in order to fix the edit. In this case, review the maximum loan limit, which is what we kind of figured, and make an adjustment and resubmit the record to COD. If you haven't looked at the edit section the tech ref, next time you get a rejected record, take look. It's more user-friendly than you may realize.

Slide No. 34. We're moving onto Person Search in the batch in COD. And as I said, you can search by person as well. And once you enter a student's Social Security number and hit the Search button, this is a screen that might come up, or this is the screen that would come up. And I'm walk through these columns with you as well in case you're not familiar with the data that's contained in all

of them.

The column on the left is the Document ID, and what I've done is taken out the school's entity ID off the end of each document so the school wouldn't be identified. But these are the lists of document IDs of the batches that have been submitted to and from COD for this particular student.

And then the next column – the second column from the left is the Record Type. In this case, it tells you what program that these batches are for. In this case, they're all for DL, but we could have PL for Pell, TH for Teach. We could also have ACG and SMART.

The third column from the left is probably the most important identifier. It's the Document Type. It tells you what kind of data is in that batch for that student. On most of these say RS for Response File. They're responses to data that was transmitted or sent to COD and returned to the school. But there's a couple more.

If you go down to the fifth row from the top, there's one that says EC. That's an Entrance Counseling batch. It's an indicator to us that the student completed entrance counseling. And if we kinda follow our way over – I almost got that to work. I guess I can't.

If you kinda follow that all the way over to the Award Type column, you can see that it says, DLS, indicating it's a DL Stafford entrance counseling that was submitted by the student. It could also say DLP, which would indicate Direct Loans Plus. But we could look at this screen right there and say, "Okay. This student submitted entrance counseling for the Stafford Program," and really not go any further. But if you went further, you would get a little more information.

Right beneath the Entrance Counseling batch is another batch and that's says PN, and that's probably pretty obvious. That's a prom note batch. And if we scroll over to the Award Type column for that row, we can see that that was the DLU. The DLU is an indicator for a DL Unsub loan. It's a Stafford promissory note that was submitted.

Go a couple down beneath the prom note batches that were submitted, and there's an SP file. And we're gonna talk a little bit more about the SP file in a second. But SP is an response file for a plus application that has been submitted by either a graduate borrower, or a parent borrower to COD. And if we were to go and drill a little further by clicking on the word Accepted for that SP

file in the Award Number column, this is some of the information that we would see. And I wanted to call this to your attention 'cause not a lotta people realize that if they drill down in to the Plus Application batches in COD, there's a lot of information that's easy to find.

I wanted to call your attention near the top of the screen, I've got some fields highlighted. One of the fields that I've got highlighted here is the Credit Decision Status. And you can see that's a D. Right away, that tells you that that credit decision on that parent plus app or that grad plus app was denied.

A little bit further down, there's a Max Loan indicator. And that Max Loan indicator says True. This means that the borrower wants to borrow the maximum available to him or her under the Plus Loan program. There's a Credit Action choice right beneath that, and that's an E. And that lets us know that this denied borrower is planning on seeking an endorser in order to get that Plus Loan. This is all contained in the Award Information block on this batch screen.

There's another block of information on the same screen. It's the Borrower information. And I've blanked out a lotta of the information, obviously, for personally identifiable information reasons. But if you look at the bottom, there's an endorser amount of \$50,000.00. This Plus Response file, this Plus App Response file is a response file that went back to the school after the parent got an endorser to submit an endorser application.

What we will do is if an – when an endorser is approved, is we will send another Plus App Response file to the school and we will include in that Plus App Response file the endorser's approved amount. If an endorser is approved, there will be an amount in this Endorser Amount field. That's another way for you at the school to tell that an endorser on a Plus application has been approved. When you see an amount in this field, you know that the endorser is approved.

And with that, I'm gonna turn it over to Pat.

Pat:

Thank you, Maria. Congratulations, everybody. You've reached – you've arrived. You've arrived at the last half of the last session on the last full day of this conference. So congratulations.

Just a few comments and reflections before we really resume the presentation. I've – before joining the department, I served in the

financial aid office for a number of years serving at community colleges and at various universities. So I've been in your seat, and I've been at conferences, and I've been on those last days, and my mind has just been so full of information. So I hope you have a little bit of room for a little bit more information. So just I want you to sit back and enjoy. There's no test at the end of the session, so just get the concepts and that's great.

Also, in my years in the financial aid office, though, in a serious way, I did learn to realize that the financial aid profession is a profession that can really move mountains. And if there's any one group of individuals who can manage multiple activities and cater to multiple constituencies and respond to angry students and deal with the professor who doesn't understand why you have to take that work study student away from him, and deal with the VP who wants this done day, so on and so forth, but the financial aid profession is truly a profession with the can-do attitude.

Now I say that because in January of this year, I began working with the Direct Loan onboarding team. And at that time, we had about 2,500 or 3,000 schools that yet to transition to the Direct Loan program. And all of those schools came on board. And you heard at the beginning in the first session of this conference, that 99.9 percent – and would actually add another 9 to that because there are just so few schools that have not converted, and some of those are by design, they have converted. So truly, I'm pleased to say thank you to my fellow financial aid professionals, a job well done. And we can't say that enough. Thank you for taking care of our students in America. Now we wanna get back to work and get outta here.

Maria has been talking about the batch screens in COD. And one of those questions that have been asked of us throughout the year is, "When do I wanna use the batch screen, and when do I wanna go to some other screens in COD to get the information that I need?" and I've kinda resolved in my own mind – and this is how I kinda break up the usage of screens when I'm trying to resolve an issue and working with a school. If I really wanna know what the status of a current student is or what the status of a loan is for a particular student – and remember, COD is the student-centric database – if I really wanna know where that student stands right now and I wanna know what loans they have, whether there's a promissory note that's been linked, I just wanna know where they are right then, I'll do a Person Search and look at the last status of that person or that loan, what loans have been created, originated, disbursed.

However, if I'm trying to resolve an issue and I really wanna see how that student got to that last status, then I use a Batch Search screen. And I'll either search with a date range if I know about when something happened for a student or if I'm looking for a particular student, or if I know the student's Social Security number. I'll use the Batch Search and call that student up, and then you can see all the transactions that have occurred for that student, multiple transactions for the student, and you can filter those transactions and look at the chronological order of how things occurred, how they got to where they were.

Now moving on to promissory notes. Much information is recorded in COD. You, the school, supply a lot of information. COD provides a lot of information back to you at the school. Well, the student is also – the student and the parent borrower, is providing a lot information to COD through studentloans.gov. Information is fed from that directly into the COD system. And one of that bits of information is the promissory note. And you can do a batch search for Promissory Notes. And you can either review the batch – you can either search by a date range, or you can search by individual students.

Now as Maria indicated, the document type for a promissory notes is PN. All the students who submit – or do a promissory note on any particular day and identify your school as a recipient of that promissory note are gonna be sent to the school under one batch. And then, obviously, you can determine by looking at the batch screens whether it's a Plus loan or a Stafford Loan.

Now this is a view of a – the return from a search. And what we're seeing here – and I'll try to get this mouse to work. There's the Plus, the unsubsidized loan, and the subsidized loan. And then if I go over to the Accepted column, under the Award Number field, and I wanna click on Accepted, you'll actually – more information, obviously, will be returned.

In this example, we've opened up the record pertaining to a Stafford loan for a student. The information – this information's available under the Person search, but it's also, as we've indicated, is available here. I **really wanna** highlight the information that's in the red box at the bottom. It's gonna report to you the master promissory note status. It's an accepted status.

There's the expiration date of the loan, 2020, and we're gonna talk a little bit more about that in a few minutes. And then you also can

see that this particular promissory note is already linked to a loan. If we look for a – if we open up a Plus, a DLP type of loan, we’re gonna see essentially the same kind of information. The promissory note is accepted, and it’s been linked. With a little bit more information included here, you’re actually gonna see the borrower information, the borrower in case of a parent borrower. That information will be displayed there. Obviously, if it’s a Grad Plus, then the borrower information’s gonna be the student’s information.

If we do a student search and retrieve the information of all the batch records for a particular student, you’ll see a screen like this. In the red box there’s a couple promissory note responses. One’s for an unsub, and the other’s for a Plus loan. The rest are responses for various other transactions that have occurred for the Direct Lending program. And, again, just to emphasize, the DL under Record Type indicates Direct Loan. If it’s PL that would be a Plus Loan. In this case, these are all direct loan transactions.

Now there’s two promissory note transactions and these happen to be for different types of loans. But you’ll see other – you’ll see several DLS-type transactions or document types for a given student. And you say, “Well, that student only did one promissory note, so why am I seeing these extra transactions out there?”

Well, keep in the mind that the COD system itself will actually be processing that promissory note. Let me give you an example. The student completes the promissory note. It’s acceptable. You’re gonna get a response. It’s gonna appear in COD. It’s gonna be recorded in COD.

Then you originate the loan and the loan is linked to the promissory note. So the promissory note came in before you originated the loan, you originate the loan, there’s going to be a second PN-type transaction out there when that loan is linked. And so there’s two PN transactions now.

Then September comes. The student comes to the school. You’ve determined that they’re eligible for a disbursement, and you go and you disburse the loan and you set the disbursement release indicator to True. There’ll be another PN transaction there. And I’m presuming that this is the first loan for say a first-time borrower. That third transaction is gonna reflect the increased life of the extended expiration date of that loan. In the earlier slide, the expiration date was 2020. So what that’s saying – or we’ve pushed that expiration date out on that promissory note. Remember, a



promissory note is good for one year when initially accepted. But after the first disbursement, we push that expiration date out to ten years.

So there can be multiple transactions, and you really can, by reviewing the batch screen information, look through the transaction processing for a particular loan or for a particular student.

In much the same way that we do promissory notes, we're doing entrance counseling now. The document type is EC. All the entrance counselings completed on studentloans.gov and where was studentloans.gov about 15 years ago? I think that's one of the greatest things to happen in student loans. But the entrance counseling is collected and assembled and sent to you in one batch. So in a single batch, you'll have all the entrance counselings for a given day from – that have been supplied by students. You can, of course, retrieve those in that batch, or you could actually do a student-specific search.

Now this is a batch search. And, again, there's the EC under the Document Type. And this happens to be a DLS. And, again, we're looking at a repeat pattern here. It's a subsidized entrance counseling. If I would click on the Accepted under the Award Number field, then it's gonna retrieve very student-specific detail. The – and in this case, it's clearly evident that it's a Direct Loan entrance counseling. I'm looking toward the bottom of the screen.

Now I wanna take a little timeout and point out some other features on the screen 'cause they're captured on the screen. And hopefully, I can – yeah. Our mouse is not working correctly.

In the upper right-hand corner of the screen, between the two blue lines, is the word Help. You'll see that on a number of COD screens. And if you'll mouse over that when you're on your own systems, and click on that, that will bring up frequently a Screen Help function that defines a number of the terms that are on that screen.

So as you go through any of the screens in the COD system and you have a question about a definition of what's being presented on that screen, that's a very quick tool for you to go to. I love the COD technical reference. You're right. It truly is a wonderful document. After I've stumbled around and wasted 30 minutes trying to resolve an issue, I usually get the COD tech reference out, look it up and have my answer in 5 minutes and it's a guy thing, I

suppose. But it's a good document. But I would much rather not have to dig that document out. I like to use online functions. So that Help function's a handy thing.

Now the second thing I wanna point out on this screen that's available on all COD screens is at the bottom. And at the bottom of the screen, there is another – and I hope you can see it – it's on the very bottom line, heavy black line, that says Help. If you would click on that, that actually brings up a different kind of Help screen. And in this Help – in that Help display, it opens up in a separate window. It actually will display a number of features that you can select. And one of those features is a listing of all the edit codes that Maria referred to in her slide that she had up there.

So if you're actually working through a rejected record and are interested in seeing what that reject code is and the explanation of that reject code and suggested fixes for that, you can go to the bottom of the screen, click on Help. And, actually, it has each year's reject codes in 'em because the reject codes – the definitions may change from year to year, or the resolutions may change. And click on that, and retrieve that information without opening the Help guide or the tech reference.

The other thing I'd point out and y'all look at it if you've got a question about a definition of terms. On the same black line at the bottom of the screen is the term Glossary. And check that out for just a definition of information. Now we'll get back on track.

This is an example of a Plus – a Graduate Plus entrance counseling. And, clearly, we identified this as a Grad Plus entrance counseling in the highlighted red box. Down at the bottom of this page, and we're, of course, viewing this in the batch search. If you want to actually see the detail of that person's award record, at the bottom of the page, there's a little link to take you to the person data. There's also a link to take you to the award data. So you can easily navigate from the batch search to other information.

Now we wanna move away from the batch screens and we're gonna talk about COD funding for a brief second. There's a number of individuals in the financial aid office who work at the student detail level. And you get in and you're working with student-specific loans and student-specific issues. There's some individuals in the financial aid office who don't really work on a day-to-day basis with the student-level detail, but they really work with the management and oversight of the programs. And I found

through my experience that sometimes those people who are in more the managerial positions don't often access COD.

Well, I would urge those individuals to make sure that they have COD access. Remember when Maria said the number of people – there's no real limit on the number of individuals at a school who can access COD. So if you're in one of those managerial positions and want to check up on the status of your Direct Loan operations, get access to COD, if nothing else, to view the financial information that's presented to the school in the COD system.

Funding information is available in COD. And we're talking about the funding levels and the current funding levels. Up-to-date financial information is presented. And we're talking about how many loans have been accepted by the school – or presented and accepted by COD. And there's also a review of the cash – the money that you've drawn down and perhaps returned to COD.

Everything is presented – everything is basically updated every night in terms of the financials. The funding balances. There are ratios that are presented and some comparisons that are presented. One very important comparison is your cash draws to the number of dollars that you've reported to us as actually disbursed.

The first funding screen that it want to bring you attention to – and there's three or four screens out here – is the School Funding Information screen. This is gonna present to you what your current funding level is. Everybody's familiar with current funding level? That's the – that's kinda like your – I liken to a credit card limit, except the current funding level is gonna increase throughout the year. As you report disbursements and at certain times throughout the year, we will increase those funding levels. We'll start a school out usually with less than about maybe 40 to 45, 50 percent of the funds you need for the entire year. And then as you go through the year, we'll increase those amounts.

Who do you – a question for you. If you look at the screen and you know you've got a big disbursement coming up, and you don't have – you don't think you have enough funds to cover that disbursement, who do you contact? Customer service representative at COD. So if you're ever looking at this and you've got a question about your funding, don't hesitate to contact your customer service representative.

This screen will show what your current funding is, and it will show the last time that it was increased and by how much it was

increased. It will show the available balance that you have in your funding. And, of course, your available balance is what your authorization is, minus any of the accepted disbursements.

In the middle of the page is that comparison that I've talked about, the cash and the greater than sign, net, accepted, and posted disbursements. And there's a negative \$65,000.00 there. Now don't panic. The negative is a good number. That means that you've actually drawn – you've reported more disbursements than you've drawn cash on. So if the school were to draw \$65,000.00 more than the cash – the expenditures would equal the cash drawn. Now if that number is positive, that means that you need to report to us some additional disbursements.

In this case, if this is a one-time occurrence and you're in the financial aid office and you're seeing that your school could draw \$65,000.00 to bring things in balance, is that something to be immediately concerned with? No. And we're gonna show you some ways that you can kinda monitor how soon – how quickly you're drawing funds. There's things that – keep in mind that it takes about 24 hours from G5 to provide the information to COD to update this. So actually, the business office could have drawn that \$65,000.00; it just hasn't reflected in the system yet.

This screen reports net drawdowns, and it also has some draw down ratios at the bottom of the page.

The next screen that we're gonna talk about is basically a daily school account statement. The same information that's presented on your monthly school account statement is gonna be presented electronically on financial information page. And, again, this information is updated on a daily basis. In this example, we're able to look at cash receipts. That's what you've drawn down. There is the – a screen of book disbursements. Okay. What's the definition of a book loan? Shout it out to me.

*Audience:* [Inaudible comment]

*Pat:* Originated loan. I heard that. PMN, and a disbursement. Three conditions for a book loan. That's our definition. Why is a book loan important? Because when a loan is booked, that transfer – that gets you off the hook at the school. You're not liable for those funds that have drawn. The liability then exists for a book loan. It's the student owes the government the money.

Again, on this screen, there's an ending cash balance. Again,

that's that negative number again. The school could – to balance things out, the school really needs to draw \$65,000.00. At the bottom of the page it would be unbooked loans – unbooked disbursements and adjustments. Because things happen so quickly that probably is gonna be zero in most cases. And then at the bottom is, again a duplicate display of the cash relationship with posted disbursements.

throughout the course of the year, you may find it necessary to return funds to the Department of Education and the Direct Loan Program. The most easy – the easiest way to return those funds is electronically through G5. First of all, it's electronic. You don't have cut the check. Secondly, if you return funds, when you return the funds through G5, there's some tracking that's done. So if you're ever into a reconciliation issue, there's a tracking number that's assigned to that return of funds. So it could – if we're assisting you reconciling, we can use that tracking number to identify some things.

But occasionally, you may need to return actual cash to the department. So we've got to account for that. And we want you to know that we've accounted for those dollars. There's actually a screen in COD that when that check is processed, it's gonna display as processed. Now I want to reference you to the top line in there. There was a Check No. 7672 that was returned by a school, and the amount returned was \$54.86. So those dollars have been applied back to the school's credit. And there's the date and the check number for reference.

The last set of financial screens I wanna look at are the Cash Activity screens. And this is an excellent tool to really monitor where you are in the cash management process for the Direct Loan program. You have summary information and then detail information.

In the left side of the screen, obviously, the columns explain what those activities are. And in the center under the Total screen, is always the Year-To-Date Total. Now this is for a one-year period only. And that will give a current summary of where you are in your cash management. The columns to right of the totals are the Daily Activities and the Daily Draws. Remember, your business office may draw the funds through G5, and then in time, 24 hours, it's gonna be posted to COD and you can see the activity there. So it's a daily driven activity, or every time there's a cash activity or event, it's gonna be posted to the screen.

Now a couple things about the screen. If you draw daily, obviously there's a lot of events. And there's a scroll bar at the bottom of the screen and you may need to scroll along that. But you can see the entire year on one – on the screen. Everything slides other than the totals and column definitions.

Second thing about this screen is that if you wanna print it, there's a Print Friendly button in the upper right-hand corner. Now if you print it and you draw – if you've drawn, taken cash down daily, you're gonna – very long printout. The other thing that I've discovered with this is that if you're adept at mouse clicks and – or you can drop and drag, you can actually create your own little spreadsheet directly from this screen. You may have to tweak the formatting a little bit, but it can be done.

Again, because COD presents information multiple ways, I wanna bring everyone's attention to the fact the negative \$66,000.00 at the bottom, again, the school has the – if they drew that money, that would bring them into a zero balance. They reported more disbursements than they have actually drawn cash.

The other thing on this screen I wanted everyone – to call everyone's attention to is the Return of Cash. Remember a couple slides ago, we talked about the school sending a check in. Well, it's the same – the dollars are reflected there under the column labeled October 19th. So we're presenting information on multiple screens.

Now there's one other handy funds management screen that we didn't capture a screen print of that I wanna call everyone's attention to. And that's the Yearly Funding Totals. On the left under the Schools tab, on the left side of the screen – it's not showing up here – if you would go to that, there's a Yearly Funding Totals.

And I frequently go to that working with the school, because that yearly funding totals displays all the programs that are being tracked in COD for a school. So you can see what you've disbursed in the Pell Grant, and what you've – what your Direct Loan activity is. It's a very handy screen. And then you can easily change the award year that you're looking, to look at past award years. And I think it goes back any number of years.

The last area we really wanna spend a little bit of time with is the reports that are available in the COD system, that are available from – based on COD data. There's really two types of reports.

One's award-year specific reports, and the other is non-award-year specific reports. Now with the exception of one of these reports – and that is the school account statement – the use of these reports is really an optional item for you. There may be – we want you to – we present them here. We will create them and we'll go through ways to retrieve these reports in a little bit. But they're really optional reports, but they do capture a lot of information from the COD system, and we're making those available to you.

Why wouldn't you wanna use these reports? Well, the important thing is to have access to the information that you want. So if you're fortunate enough to have a very robust financial aid system, either a homegrown system or some vendor-provided system, and you've got someone on your staff who can get in and extract the information and do the reportings that you want, that's great. As long as you can get the information from COD and move it to your system, then you could report from that. And you're very blessed if you have such a system.

However, there's a number of schools who don't have those kind of technology features on their campus. So what we really wanna do is provide a set of reports to assist schools manage the Direct Loan program.

There's gonna be a number of enhancements to the number of reports that are available. So look for that in the future. I think one of the enhancements is coming out is the entrance counseling and reports and that'll be posted there.

Let me briefly review these reports so you have an idea of what these reports do. For a complete description of the reports, you do have to open up the COD tech reference, Volume 6, Chapter 8, an excellent description of each of these reports, what's in the reports, and suggested usages for these reports.

The 30-day warning report is simply – and that is – I call it a reminder report. What it does is it looks back for a 90-day period and looks at the loans that had activity in that last 90 days. And if there is something missing that would enable that loan to be booked, it's include that loan on a report. Obviously, if it's – the loans are gonna fall off that report as it moves out of that 90-day working period. But you could you use that to ensure that you've – if there's a loan that you originated, but failed to disburse, it'll show up on that report. So you could actually work that report to ensure that you've done everything that you've needed to do with that loan.

The funded disbursement list was a report that's available only to schools under the Push Cash. It's not current unless you are a Push Cash school. And I don't think there's any Push Cash schools left. You're not gonna see it on your report. I've been advised that we're working to give you back a funded disbursement list. And my understanding of that list is that if – as the loans are disbursed, that day there's a new list for every day.

Pending disbursement list look into the future 45 days. So if you have loan that's gonna be disbursed in the next 45 days, or a loan that in the past that was ready for a disbursement that wasn't disbursed, it's gonna appear on that report. How do you get a loan off that report? You'd go in an zero that award out, zero that loan out. It'll fall off the list.

School account statement. I'm gonna pass on that one for right now. We'll come back and talk a little bit more about that later. That's one report, though, that every school's gonna be using.

Some of the non-award-year-specific reports are simply informational reports for your use and your maintenance of the system. If there's a student who has multiple loans that overlap the award year, a student will appear on that report.

Inactive loans report are those loans in the last 30 days that you actually have zeroed out. If a student is associated with your school in the last three years and they change their name, Social Security number, or there's a date of birth, they're going to appear on the name change report – on the SSN, name, and date of birth change report.

If the department and the MPN discharge report – if we discharge a loan through death or for whatever other reasons that we would discharge a loan on, it's going to appear on that report.

The last two reports deal with MPNs. If there's an MPN that's about ready to expire, we're gonna tell you about it. Or likewise, if there's an MPN that has expired, we're gonna report it for you.

All the reports with the exception of the SAS report are available two ways. The first way is that we're gonna push those out to you through the SAIG mailbox. And every report's gonna have its own message class. The SAIG report will – is also pushed out to you through your mailbox. All the other reports – everything but the SAS – is also available through a screen that we're gonna go to in



a few seconds. They're actually available online.

There's various ways – various formats that you can get the reports in. And the way that you wanna select your report – set your report formats to the formats you need is under the Schools tab under the School Information. And then down at the very bottom is the Report Selection. If you'll call that Report Selection up you'll see each of these reports that we've kind of – we've briefly reviewed. And you can set the formatting over on the right side of the page.

There's a pre-formatted report that's delivered to you. You can selected Comma Delimited Reports, Pipe Delimited Reports, or Do Not Distribute.

Now the school account statement. The school account statement obviously is – I liken it to your bank report. It's the – it's a report delivered to you that reflects all the activity, depending on how you set the report up, for a certain time period. It's the official report from the department. It's what exists in COD. And that's gonna be the report that you'll want to reconcile your computer system to. It's that – and it's as of a certain cutoff. So you can ensure that everything in your system agree with what's in SAS. If you find problems, obviously, you're gonna go to the side of the house where there's a problem on. Either gonna adjust your system or you're going to make the correction in COD.

The SAS is generated on the first full weekend of the month, and it's delivered to you the following Monday. And it's gonna contain the information through the end of the preceding month. There's a number of SAS options. On the other reports you were really just controlling the formatting, but on the SAS report, there's a number of things that you can control on your options. And this is a SAS and there's a page. And if you go to Report Selection and click on SAS Options, and you'll see this page.

The first thing you can control is the actual formatting. Now if you use the Direct Loan tools to reconcile your Pell Grant or your Direct Loan account, you'll want the fixed length format. That's what's gonna be compatible with the Direct Loan tools free software. However, if you're not using that, you may want to receive the SAS in a common delimited or Excel kind of format, just whatever best works for your institution.

You can receive – you can designate on the screen to receive a monthly report only, or a year-to-date report only. A monthly

report's gonna reflect those transactions accepted into COD on a per-month basis. A year-to-date is gonna be everything from the beginning of that award year through the end of the reporting month.

Now our guidance is – I mean it's totally up to the needs of your school, but our guidance is to take the year-to-date report because a year-to-date report truly does, by definition, include the monthly information. If you want to get both reports, that's an option, and you'd just select the both options.

On the report, you can exclude the individual's name or include the individual's name. If you an ED Express user, when you do your reconciliation, you're gonna import the name from ED Express, so you may – that's an instance where you may not want the student's name. You may not want the student's name for security reasons.

Down at the bottom of the selection page is really an important option that you have. You can either get disbursement detail, or you can get loan-level detail. Now the disbursement-level detail is the most comprehensive information because that actually includes the disbursement information that you've reported to COD. Now our recommendation is, is that you take the disbursement-level detail because that truly is the – if you take that, that's the most comprehensive. You already have – you get the award information with that. So kind of in summary, if you're gonna use the Direct Loan origination tool to do your comparisons, you want fixed length, you're gonna want a year-to-date, and you're gonna want the disbursement detail.

As I've indicated, every report other than the SAS report's available online. The SAS report has to be delivered to your SAIG mailbox. Now, how to you get to those reports online? You go to the Services tab from the COD main Web page. And you would select on the line with the big bold arrow, COD Reports, and click on that. And that's gonna bring up a page in a new tab – or a new window on your machine that displays the reports that are available to you. And usually right below the name of the report – it's not showing on the slide – is the date of the last run of that report. So you actually know what you're – the date of information that you're looking at.

If you would click on – and you click on the bolded – like the 30-day warning report, you could click on that, and that would actually bring that report to your desktop. If you click on the word Actions, that will bring up available past reports for that – of that

particular report. So you have a wealth of information on your Direct Loan operations available from this page.

So kinda let me wrap up now what we've covered this afternoon. We've talked about COD system administration. We talked about very importantly security. The department really is into the security of our information systems.

Just as a question – as a side point, obviously, the IRS is that federal agency that has the most information regarding the American public. Any idea of what the second – the agency that has the second most amount of information? Obviously, I'm talking about federal student aid. Yeah. So we have a vast amount of information on the American public. We have financial information.

We have loan information. We have enrollment information, so on and so forth. So we really take the security of our information very seriously. And there's no reason not to set up passwords for anyone who needs access at your campus. Make sure they have a valid reason for having that access, and give them their own passwords. Whatever you do, don't share passwords.

We've talked about the borrower/servicer relationship and how to access that information through COD. We've talked about the batch search features in there and how to navigate around those. And then, finally, we talked about the managing your Direct Loan portfolio, the funding information, the cash information. And we talked about the reports today.

So like I say, a lot of information. Remember the concepts. And if you certainly have any questions don't hesitate to ask either now or in the future.

The other that I like to do as we move into the questions, if someone has some good practices that you've developed some suggestions or practices, best practices, I'd love to hear about those. So thank you very much. You made it through the last full day of the conference. So we'll entertain questions now.

*[Applause]*

*Female:*

Thank you. Go ahead.

- Audience:* Testing. I'm interested in the action queue. If I select loans to be disbursed off the action queue, does that create a Web response that I can load into my system?
- Female:* Will you verify that it does? Yes?
- Audience:* It does.
- Female:* Yes. \_\_\_\_\_.
- Pat:* But if you use the – my only caution about the action queue is be careful, because if you – you wanna keep your financial aid – if you have a financial aid system, you don't – you wanna make sure that you keep both in synch. And if you update that the action queue, you're gotta make sure it's the same way over in your financial aid system.
- Female:* Sir?
- Audience:* I'm one of those directors that doesn't actually do the loans, and so I'm speaking from that angle. Now the person that does do the loans, when we were trying to reconcile last year, what we do is we get an alphabetical listing from the business office of the checks that have actually been disbursed. And when we want to reconcile to COD, then we're looking for an alphabetical year-to-date alphabetical listing in COD.
- Now I noticed that on one screen you had year-to-date. Now – but I guess my question is now the person that does the loans said, "Well, I can't get an alphabetical listing for say 2009-2010. I can't get that from COD." And then I thought that was a little funny because of the sophistication of all the other reports. So I guess what I'm hoping and I guess what I'm asking then is is she correct in stating that you really can't get a year-to-date alphabetical listing of the COD disbursements say both for Direct Loan?
- I guess, number one, is that true? And then, also, why – if that is true or not true, then why was there a year-to-date and then one once you get that file, can't you just – like an Excel file, can't you just alphabetize it and rework it?
- Pat:* Okay. Let me respond, and we have some representatives from Accenture here who are the experts in the system. So correct me if I miss something in my response. I think what you could do is request a year-to-date disbursement-level comma delimited SAS report with person name. I think I covered all the features. And

being – since a name would be involved there, then I think you would have the capability in using Excel or another spreadsheet tool where you could actually sort by a person's name and manipulate the information to come up with the kinda listing you want to compare to your listing from the student accounts office. Yeah. Does that sound –

*[Inaudible speaking in background]*

Okay. So I think you can get there. Just you would have to really request the common delimited file and include the borrower's name.

*Audience:* But you would not have to go in each month, then bring 'em all into one file and then sort it, would you?

*Pat:* No. See, that's – to me, that's the beauty of doing the year-to-date because at the – when you receive your SAS every month, you'd get a whole fresh list from the very beginning of the year to the current – the cut-off month. I mean, that's – it's – you get a brand new file every month with one more month added to it.

*Audience:* Okay. Thank you.

*Pat:* Uh-huh.

*[Inaudible speaking in background]*

*Audience:* Yes, well, I'm new at this, so I wanna ask you, we just started processing the loans that we had the first disbursements. Now I set up a date on a second disbursement for these loans, and for January. Is it possible for me to do it as a whole batch and change these dates for all these students for January and receive it earlier? Let's say if I set the date for the 20th for next year, and I wanted to set it up for let's say the 14th. We're a foreign school, so actually, when I set the date, I didn't take into consideration that by the time we asked the money and then we received it. So I just want to put it up for like two or three days before the date that I set it.

*Pat:* Yeah. I think you're referring to can you change that on the action – the date on the action queue, and the answer would be no, you can't update the date on the action queue. But let's talk a little bit further after the session's over. There may be some ideas for you. I mean –

*Audience:* Okay.

*Pat:* – you kinda have a unique situation. 'Cause I believe you use – you originate all your loans exclusively in Direct Loan?

*Audience:* Um –

*Pat:* In COD?

*Audience:* Well, no. We – I did it through ED Express.

*Pat:* Okay.

*Audience:* So I set the date at ED Express. I can change it? Okay. But I have to do that through Ed Express then, right? Okay. Thank you.

*Pat:* Yeah. Yeah, ED Express works very well with the COD system. And if you're using ED Express, there's things that you can do in that, and it's designed expressly to work with COD.

*Female:* Thanks, everybody. Have a great afternoon.

*Pat:* Thank you.

*[End of Audio]*