

*Male:* We're going to run this in three phases. We're going to talk about studentloans.gov, **Barbara Davis**, Department of Education is going to lead us down that road here in just a minute or two. We'll go into some hands on activity after that. Christina Rodriguez from the **COD School Relations Center**, Niagara Falls, New York, manager up there in charge of issues resolution –

*Christina:* Communication.

*Male:* Communications.

*Christina:* Quality assurance.

*Male:* Quality assurance and occasional –

*Christina:* Testing.

*Male:* Testing. Right? Right? And then I'll bring up the rear with a little itty bitty bitty part about reports that you can get in COD. Any questions before we get started? If not, then let's get rolling. I'm going to turn this over to Barbara and – oh, I'm sorry.

*Barbara:* Okay. Hopefully you guys can all hear me. Am I loud enough in the back over in the corner? Thank you. Okay. Thanks, **Wood**. Usually, Wood tells a joke, but maybe you'll have to stick around for the next session. Maybe if we – I don't know. What do we have to do? We have to cheer really loud?

*Male:* You have to get rid of the camera.

*Barbara:* You have to get rid of the camera. Well, the camera has to leave, and then he'll tell a joke. So, next session, I'm sure he'll tell a joke.

Okay. How many of you log into COD at least once a week?  
Thank you. How many of you are new to direct loans this year?  
Thank you. How many of you are glad you're still alive. Yay. All right.

We're going to go ahead and get started, and we're going to try and talk about some things that we saw were common problems this year that you would want to know more about how to see on the COD website. So we're going to focus on the information that your borrowers are completing on studentloans.gov, and of course, you can't log into studentloans.gov to see that, but you can see all of that information in COD.

Now most of you should be importing your responses – your web responses into your software. So you can see that information in your software, but just in case you wanted another place to view the information that your borrowers are completing at studentloans.gov, we're going to go through the COD website and show you how to search for that information. Prom notes, entrance counseling, PLUS applications.

We're also going to spend some time – and this is Christina's part – where she'll go ahead and talk about resolving edit code rejects, and then if Wood is really good, we'll let him do the report section at the very end.

And you're done recording, right? No, you're still recording my mouth just not my face, but you'll cut this part. He's my husband. So that's why I give him a bad time. So, okay. Because all wives give their husbands a bad time, right? The husbands are vigorously nodding their heads. Okay. Let's go to the next part.

All right. So we're going to focus first on studentloans.gov. So we'll look at how you can view searches in a couple of ways. Lots of people – and myself included – one of the easiest ways to find information is to go to batch and just pull up the batch of all of that type of data that came in for that day, or you can go through the person search and look for things individually.

So we'll start with the batch method first for promissory notes, I believe. So notice, when you go to batch, we've logged into COD with our COD user ID and password. Clicking on the batch menu choice here, notice it pulls up all the batches for a particular date range after I do a date range search.

We've shown you here – given you a little cheat sheet of all the direct loan batch types. You have PN for promissory note, SP for PLUS application. The only one that is not counterintuitive, SP, was that. You've got EC for entrance counseling.

CO for credit override and that would be if a borrower was denied credit but they chose to appeal. We're going to send you a notification and a response type CO to let you know that their credit has been overridden and is now improved. We'll also send you BN, a booking notification.

Now a lot of schools seem to be confused about what it means to book a loan, and so I'm going to give you a really easy way to remember that. It means it's on the books with the servicer. So

you sent us an origination or a loan record. It's hooked up to a promissory note, and then you've updated that with when you made the funds available to the students by submitting an actual disbursement.

Once we have an actual disbursement, a loan, and a P note all hooked up together, we share that information with the servicer that that loan is going to be assigned to, and it's on their books. Once it's on their books, we send you a booking notification, and you can log into either NSLDS or back into COD to see who the servicer is for that borrower.

Until that time, if your borrowers call the servicer and say, "What's going on with my loan," they're going to say, "I don't know who you are or what you're talking about," because they have no information about that borrower's loan until it's been booked. Okay?

Next one is a web response, and that's the one where we're responding to data that you sent to us. Notice that, on the web responses which here is a web response down here. Notice that – the numbers at the end, they actually include your school's entity ID and notice all the ones that are like system generated from us to you, where we've just gathered up data from our systems and pushed it to you, all end in zeroes and either one, two or three. So system generated, all zeroes with one, two or three on the end, and those are in response to data that you sent to us include your COD entity at the end.

And then the last one is a payment to servicing which is, if a borrower has a loan and they decide to make a payment during that loan period, we'll notify you that they made a payment on their account.

Okay. So let's go ahead and click on the batch or document ID for the promissory note up there, and we'll see that COD actually sweeps the studentloans.gov database several times a day, collects all like type data, puts it in a batch or document and sends it to you. So, for this particular document, we pulled up all the promissory notes that were completed during that period of time, and you can tell what type of promissory note was completed.

If it says DLU, that's a promissory note that will link to sub and unsub loans. If it says DLP, that's a promissory note that will link to either Grad PLUS or parent PLUS loans, and you can't tell by looking at this here which one of those it is. You can tell if you go

ahead and click on the word accepted, and it will take you further into, and you can see whether it's a Grad PLUS or a parent PLUS.

I'll show you some other ways where you can tell for sure, but these are all of the prom notes that were completed in that particular batch that we scooped together at that period of time on that day.

We go to the next screen. We can see how we can and do in the person menu – how you can click on MPNATS search and look for prom notes in a different way. We'll go ahead and click on that. Go to the next screen. You can see you can search by SSN or you can search by date range.

Now, if you have a student that attended a previous direct loans schools and they had a promissory note, you're going to probably want to do a SSN search to confirm that. You can't do a date range search because only promissory notes that were completed at your – with the borrower choosing your institution are going to appear in that date range search. But if a borrower, say, four or five years ago, said, "Oh, yeah, that school was a direct loan school. I already completed a prom note," and you want to confirm, you're going to want to do that SSN search. And it will pull up all prom notes that are associated with that particular borrower.

And we'll do that and click on the next screen and see that I actually have to promissory notes here, and you can see I mocked up this information. Both of my promissory notes have loans that are linked to them. I can tell this promissory note will connect to sub unsub loans because it has an M indicator in the middle.

The one on the bottom has an N. N indicates it's a Grad PLUS or parent PLUS loan that will only link to grad – or prom note that will only link to PLUS loans. So M is sub unsub. N is PLUS, and in this case, we tell you right away that it's a Grad PLUS. Okay?

You can also do a date range search which would, again, would pull up all of the promissory notes that were completed by borrowers indicating your institution for whatever date range you choose, but it's a seven day spread.

And you can see here that we tell you right away whether they've been linked to a loan or if that prom note is still pending and not linked. Now pending doesn't mean that we haven't decided to

accept it. It's accepted. It's just pending because it doesn't have a partner yet. It doesn't have a loan that's linked up to it.

We also tell you again, on those end indicators, whether it's a parent PLUS or a Grad PLUS. So you know right away, if you are a graduate school and your borrower says, "Oh, I completed the PLUS promissory note," and you go out and do a search and find out that they completed a parent PLUS then you get to tell that grad student, "You did the wrong prom note. You need to go back and do a Grad PLUS prom note."

Okay. You can also – if I had click on one of those – can you go back a second, Christina? If I click on one of these MPN IDs, I can drill further down in and see, and we'll go ahead and do that now. And then I'll see the actually the promissory note. I can view the signed promissory note which we'll do in a second.

But I can also see if it was completed electronically or via papers, how many award were linked to it, and in this case, we have two – sub and an unsub. See my M indicator there and I've got a sub and an unsub loan linked to it, and I also see the expiration date.

If you have ten year expiration date, you know that the loans that are linked to that MPN have an actual disbursement associated with them. So, when we send an MPN response file to you, we send it several times. We send it the first time that a borrower does an MPN. We might send another one when your loan has been linked, but we'll definitely send either a second or third one when the expiration date on that MPN changes. And that's so you know now that that there's a ten year – that MPN is good for ten years for any loans to link to it unless it's a grad – or, excuse me – unless it's a PLUS MPN and there's an endorser associated with the loan, and then it's a single loan note. Okay?

So we – remember I said you can see that view, the signed promissory note right here? If I click on that and it was completed electronically then I can see a PDF image, all wonderful eight pages of it, of that promissory note that the borrower completed, and sometimes you might want to do that if you know there's a promissory note out there but it's not linking up to your loan record. Lo and behold, you may have different information that you're entering on the loan record that the borrower entered when they completed their prom note.

We link promissory note based on date of birth, SSN and the first two letters of the first name. Okay? All righty. I said first two letters of the first name. That's correct.

So, for example, if you have some – somebody that gets married and they change their last name, do they need to do another promissory note? No because we're not linking on their last name. We're linking on the first two letters of their first name.

Here's an example of a promissory note that is unlinked. Notice there are no loans here. That it's linked to zero linked awards, and we have a one year expiration date. This loan will be inactive or expire if no loans with actual disbursements have linked to it in that one year period of time.

Okay. Next slide, we'll move onto our PLUS applications, and so we'll go ahead and click and view via the batch method our PLUS applications. And a lot of you, if we'll go to the next screen, have had some problems this past year really understanding the endorsers and endorser amounts, and maybe you haven't been able to easily see it on your software. I'm going to show you how it's really easy to see on COD.

You can notice right here, when we went into our batch, we got all of our awards here, and one of the things that's been a little bit confusing is like, oh, cool. Look at all those PLUS applications. They're all accepted. The credit must all be good. Right? No. It's the PLUS application itself that was accepted, but there are pieces within the PLUS application that you still need to look at. Just because the PLUS application itself was accepted doesn't mean that the credit within was.

So you either need to hit the zeros right by the award ID here or the word accepted to dig in a little bit deeper and see for sure what happened with this particular application. And with this one, you can see the credit decision originally was denied or declined. The borrower decided to get an endorsers which, then, the endorser went in, endorsed the loan. And we have a credit override, and now the status is at an A. So this will help you see a little bit more information that's in the PLUS application.

Also, you can tell if they want to borrow a specific amount or if they just say, "I want to get the maximum amount the school has determined I'm eligible to borrow."

Another way to see more information is by clicking on the PLUS application ID itself, and that will take you down and also includes some endorser information. So let's say you – your borrower needed to borrow \$20,000.00 or wanted to borrow \$20,000 and the endorser went in and endorsed the loan but said, "I'm only going to endorse 17,805," that's all you can create a loan for.

If the endorser made a mistake, they're going to need to – you're going to need to do another loan. The borrower's going to need to do another MPN, and they're going to need to endorse for that additional amount.

I'm seeing a lot of people that are just kind of looking at me. Is it because it's after lunch or because I'm confusing you? No? You're just loving it so much that you're all just having a great time. Okay.

You can also, instead of going through the batch method, you can also go to person. Do MPN – or, excuse – PLUS application search. If you know that system generated PLUS application ID, you can enter it here, or again, you can do your date range search down here. Give a seven day period of time. We'll go ahead and do that, and it will pull up the results of all of the plus applications that were submitted for my school on that particular time.

Here are those application IDs. Notice that we can tell if they're parent or Grad PLUS and also when the credit check will expire so that you know that, if it was accepted, you need to get that origination record in before that credit decision expires so it will hook up.

If you were to click on the application ID right here, it will take you into the next screen which shows you a little bit more detail who the borrower is, the credit decision. In this case, it was declined, and the borrower, instead of choosing endorser, said they're undecided. They don't know what to do here or what they want to do.

If there was an endorser and an endorser amount, you would see it right down here at the bottom. So clicking on that PLUS application ID really does give you all the information that you need for the PLUS application to know how much you can go ahead and originate a loan for and what status the credit decision is in.

You can also view credit information by going to person and doing a credit check search. It will pull up the credit check information screen. You can, originally, this one was declined. It was also appealed and overridden, and now it's accepted. So you're good to go ahead and originate that loan and disburse for that student as long as they have a prom note.

The question was how long is a credit check good for. The credit decision is good for 90 days or until a loan as linked up to it, and then it's good for that loan for the entire loan period. So, if you have a credit decision that you ran in – or the credit was run, the PLUS application was done, say, in July, as long as you send in a loan that hooks up to that credit decision before the end of September, the end of 90 days, it'll hook up to that, and it will be good for that entire loan period.

So if you loan period is, say, September to May, for that loan, it's good for that entire period of time. Now if you had, let's say, a \$10,000.00 Grad PLUS loan and the borrower decided that they wanted to get additional money, if you increase that loan by the additional \$5,000.00, we won't do another credit check even if you wait until, say, February to do that.

But if you create a new loan in February, it will have been more than 90 days since the credit check was run, and we'll do another credit check.

*Audience:* [Inaudible comment]

*Barbara:* Her question is, by new loan, do I mean new item type, and I mean a new loan ID that has a different sequence number on it. So, instead of an 001 loan, it might be a 02, 03, 04, and remember, if you have an endorser, you've got to have a new loan. Okay? Yes.

*Audience:* [Inaudible comment]

*Barbara:* It's good for the loan for the loan period.

*Audience:* Okay.

*Barbara:* Not for the academic year. If you do any other loans, any additional loans and it's been more than 90 days, then we'll do another credit check, and it may still be good. So you really want to – let me give you an example here.



We have – I have a lot of grad schools that have an intercession in the – in December – for the month of December, January. So, when they originally do their loans for fall, spring, they want to, at the same time, originate a loan for that winter term where they really need to do a single disbursement on that loan. So both of those loans hook up to that original credit decision that had that 90 day timeframe. Does that kind of make sense?

*Audience:* Yeah. *[Inaudible comment]*

*Barbara:* That's a really good clarification, and let me just repeat what you said. And let me kind of turn the tables and put it a different way. If you have an undergrad dependent student and the parent is declined for a loan, that declination is good for that academic year for that undergrad dependent student.

You don't have to do a new credit check if they want – if you happen to do multiple loans for that student during that academic year. So that denial for the parent is good for any loans for that academic year. So that – thank you for bringing that up.

Yes?

*Audience:* *[Inaudible comment]*

*Barbara:* 90 days from the decision date. Yes.

*Audience:* *[Inaudible comment]*

*Barbara:* The question is – or the comment is that they were told – and I'm going to say another caveat here – it depends how much software you use because there is some software that will not let you increase the loan amount. You have to create a new loan.

I'm telling you that, from COD's perspective of what we will allow and policy-wise what the department will let you do, you could increase that loan amount and add subsequent disbursements to that loan, but if your software doesn't allow you to do that – and I know of a couple that will not let you change the loan amount – you have to create a subsequent loan. So that may be your circumstance.

*Audience:* *[Inaudible comment]*

*Barbara:* PeopleSoft may be one of those.

*Audience:* [Inaudible comment]

*Barbara:* And I would – you would need to check with PeopleSoft vendors to see if you can increase the loan amount or if you have to do a second. I know Banner doesn't let you do increase. You have to create a second, and PeopleSoft may be the same. It is the same?

I'm sorry?

*Audience:* There is a limitation on PeopleSoft.

*Barbara:* And the comment is there is a limitation on PeopleSoft as well. Okay. We'll move along to entrance counseling now, and you've got your batch here that has EC document type, and here we've got 11 people that completed entrance counseling during this sweep on September 18<sup>th</sup>. So we'll go ahead and look at that.

We'll hit the batch, and we'll see we've got some direct loan PLUS entrance counseling and some that chose the sub unsub. Now I've had some comments from borrowers that their undergrad students or dependent students went into studentloans.gov, and they said, "Oh, well, I graduated high school. So I'm a graduate. I can do the graduate counseling."

Do they have to go back and do the sub unsub if they did the graduate counseling? And the answer to that is no because the graduate counseling includes all the regulatory requirements for sub unsub and grad plus. So they just did more than they needed to do.

But if you're graduate student does the sub unsub counseling and they didn't do the Grad PLUS counseling, they've got to go back because they've got to make sure that they covered the requirements for the graduate PLUS loans.

*Audience:* [Inaudible comment]

*Barbara:* I'm sorry?

*Audience:* [Inaudible comment]

*Barbara:* The –

*Audience:* [Inaudible comment]

*Barbara:* The comment is about MPNs now and not about entrance counseling, and actually, the comment was – actually, I need to just clarify. I'm not going to say the comment. If you are getting a sub unsub loan, you must complete an MPN for sub unsub. If you're getting a Graduate PLUS loan, you must complete a graduate PLUS MPN. Graduate PLUS MPNs will not link to sub unsub loans.

*Audience:* That's not what COD said.

*Barbara:* There may have been some misunderstanding there, but you have to complete –

*Audience:* *[Inaudible comment]*

*Barbara:* They might have been talking about entrance counseling instead of MPN. Okay. Well, that's misinformation. So.

*Audience:* Okay.

*Barbara:* Two MPNs for two different loan types. Okay? You've got a comment.

*Audience:* *[Inaudible comment]*

*Barbara:* The question was if they're a graduate student and they're not taking a Grad PLUS loan, all they have to do is a sub unsub and that would be correct. They come back later and say, "I want a Grad PLUS loan," they've got to go do the Grad PLUS MPN or Grad PLUS entrance counseling.

Okay. You can also – if we go to the next slide – do a search by person, and you can see the counseling search here. A couple of different types by SSN or by date range. If you have a borrower that indicated they already took entrance counseling on studentloans.gov, and they indicated a different institution, you might want to go ahead and type in the SSN and then you'll find that they – oh, yeah, they were attending Barbara's wonderful school in Georgia, and – but they're now attending my wonderful school in Florida. So the only way you'll find them is by doing the SSN search.

If you want to see students that indicated your institution, then you can do the date range search. We'll show you the results of the date range search on the next screen. Sooner rather than later.

*Christina:* I'm sorry.

*Barbara:* That's okay. And on the next screen, you see that, for that date range search which, again, is limited to seven days, we pull up all the different entrance counseling that was completed during that period of time.

Now, on this particular search, you can view this in printer friendly. You can export it to CSV format which you can import into Excel, or you can view the little HTML button and – those of you that like to print out a copy of entrance counseling results and put it in a student's file can click on that and print out this neat little piece of paper here and pop it in the student's file. Okay?

You can also view entrance counseling right from the person menu by doing person search and notice that we have a little information down here at the bottom that says, "Okay, they didn't do the sub unsub, but they did complete the Grad PLUS entrance counseling. So they've got it all covered." And you can do a print screen and print this as well.

Okay. We're going to take a break now and have you go into the COD CBT. We – I'm going to show you, first, where you can download it. Now one more question I'm going to ask you all, of course, all of you are going to IFAP every morning and clicking on the What's New button or looking at the What's New while you're having your coffee or your cup of tea. Right? Every morning.

Because let me tell you, there's stuff coming out there all the time that you need to know about. So I'm so glad to hear that every morning you all are doing that while you're having your coffee or tea before you start your day.

Normally, if you were going to download the COD CBT, you'd go to IFAP. Click on Tools for Schools, and it will pull up this next slide – or screen, and there's the COD CBT right there. You click on that. Scroll all the way down to the bottom, and you see all of our lessons listed.

But we did a really cool thing for you. We got them all right on your desktop in a folder. So, when we release your computers, we're going to take about ten minutes for you to either choose one of the studentloans.gov CBTs, and if you can pull that one up, Christine, and I have them down there at the bottom.

See all the different CBTs we have out here? PLUS credit checks, completing an endorser addendum, completing a sub MPN and entrance counseling, parent PLUS, Grad PLUS. You can see – you can use these on your campus. You can download them. Put them on your website. Use them as tools for your borrowers to understand how to complete a prom note or how to do an endorser. So you might want to look at those, or if you're sitting with somebody from your institution, you can log in and you can do some searches and look for your school information of what we just covered.

*Male:* Okay. Let's get Christina up here and let her take us through the next part, and we'll keep moving on through this so we make sure we have enough time for you to do some more hands on here in just a little bit.

*Christina:* Hi, everybody. We're going to talk a little bit about researching and resolving edit code rejects and why it's important to research and resolve your rejects.

It's obviously a more efficient way of processing. You want to avoid hitting reject after reject after reject. You're going to have a better cash flow, and you're going to make your reconciliation a lot easier.

So where can we find out information about edit code rejects? If you go to [FSAdownload.ed.gov](http://FSAdownload.ed.gov), you will find the COD technical reference. This is a very good resource. There is a lot of sections, but there is one section that is specific to edit codes, and it has a lot of great information including a section of how to fix them. It's Section Four.

So, if we go into Section Four, we have this really great chart here. It gives us our edit code numbers, whether it is reject or a warning, what type of record the edit hits whether it's a disbursement record, an award or a person, the message of the edit code, the condition in which this edit code can be returned, the programs that are affected by this edit code and then how to fix.

So I want to talk a little bit about edit 81 since we've been talking about promissory notes a lot. Edit 81 is no promissory note on file. So, if we go over to the how to fix column, it says to resubmit the disbursement with the disbursement release indicator of true after you receive a response record indicating that an accepted MPN is on file for this loan.

There can be an MPN on file in COD and it not be linked to your loan record, and I think Barb touched on it a little bit earlier. If, you know, the student maybe put the wrong first name on or they switched their first and last name. So there could be an MPN on file at COD not linked to your loan. We will not let you do an actual disbursement until those are linked.

So either the student will need to complete a new MPN if the information that they provided is incorrect, or if the information that you were sending in your loan record is incorrect, you're going to need to fix that and send that back in. Once the loan and the MPN are linked, then you can send in actual disbursements.

Another really great section of the technical reference is the implementation guide. The implementation guide is the business rules for COD processing. It is the user guide for the COD system. There's all kinds of information. There's a whole section on direct loans and master promissory notes. It will explain to you exactly how to set up a direct loan record, disbursements, exactly what COD is looking for to try to like a master promissory note, the different features of master promissory note linking. It's just a really great tool to use.

So there's two different ways that we can research edit code rejects. We can do a date range by batch level, or we can search by a specific student to see a complete history. We'll start with a date range. So we did a date range search, and in the red box, we have our document ID. The record type is DL for direct loan.

Barb had already gone over the doc types with you. We have the date that we received that document, the date that we sent a response back to you, the status of that batch, how many students are included in that batch, which is 375, how many students are accepted, how many are rejected and if there were any warnings. But I want to clarify that accepted and rejected columns are at a student level. So we have accepted all of the student records, but there still could be rejected awards or disbursements in that document. Okay?

So if we go ahead and click on that batch, the top half of the screen is a batch summary of everything that was sent in. So we have a total number of awards that were accepted which is 489 in this case and over \$4 million in accepted awards. There's your 375 students. We did not have any awards rejected, but down at the bottom, we had 700 disbursement accepted for over \$2 million, but we had 98 rejected for \$366,000.00.

This is why it is extremely important to fix your edit code rejects because there's over \$300.00 – \$300,000.00 that isn't going to be funded because they were rejected. Okay?

If you scroll down on that page, it will list all of the students that were included in that batch. Now there were 375. We're only worried about the rejected ones right now. That's what we're trying to research. So we do have some filter options, and there's a little dropdown box there, and if you selected Rejected and click Apply Filter, it's going to display the rejected records.

So a summary of our batch level research, we went to the batch menu. We did a date range search. We clicked on the batch. Showed you how to filter by rejected and we will get into a little more detail of why it rejected and what we need to do to fix it.

So the second way that you can research edit code rejects is by specific SSN. So, in this bottom, gray box here on the batch search screen, you can enter the SSN of the student that you're concerned about. You can filter by award year. So, if you know that you're looking for a nine ten record, you will select nine ten or you can choose all. If you choose all, it's going to show you a complete history of all batches that were sent in for that student.

So here's our search results, and you can see, in that middle column there, that is the COD entity ID. This will show you all batches that were sent in from all schools. So, for this particular student, two schools are sending in records for this student.

So we're concerned about our rejects. So let's click on that sub loan that's rejected, and this is our record error screen. And it's telling us that the disbursement release indicator field rejected for edit 81 that says no promissory note on file, and the field value is yes. If you click on View Response, it's going to show you exactly what you have sent to use and what status codes we have sent back to you in your response record.

So, in the first top red box there, you can see an MPN status of R. That means no P note on file, but again, keep in mind, that there could be one on system just not linked to your loan. And we have our disbursement release indicator of true, and we don't have a P note linked. So we're going to reject it for edit 81.

Another really great – and Barb touched on it earlier – great tool, great piece of information is the electronic announcements in IFAP, center of the page, What's New. Should really, really –I

mean I know Barb kind joked that you all kind of read it in the morning when you drink your coffee, but you really should check that, you know, either every day, every other day.

We are constantly putting out information whether it's tips, tricks, if there's an issue going on or an upcoming event, that is the best place to go to get the most up to date information.

So our summary of our student level edit code reject research is we went to the batch menu. We put the Social Security number. We talked about how you can pick a specific award here or choose all. If you choose all, you're going to see a complete history of all the batches that were sent in and when you started seeing a rejected record. We clicked on the word reject to see what was sent in and what error codes we were returning to you and why, and we can then correct whatever the problem was and resubmit the record. Okay?

So we'll do some pro practice time. Again, if you're with somebody from your institution, you can log into COD and pull up some of your own batches, and we can look at some rejected records, or if you're not, the working with batches CBT is the best one to go to. It does go through batches and different edit codes. Okay?

*Male:*

Tell you what let's do. Let's take five more minutes and do a reports overview very quickly then we're going to cut you loose for everything that you want to play with on this system and make sure that you get all the information on all the different parts of this presentation. Okay?

We're still going to cut you loose. Just give me about five minutes or so. Okay? Let's go ahead and go into it \_\_\_\_.

All the information in COD – and there is a ton of information on the COD website, a veritable cornucopia, if you will, of information on the COD website. It lies in different places like parts of a jigsaw puzzle, but when they come together in a cohesive, clear report, all that information makes sense and helps you process more successfully and, in a lot of cases, more efficiently and beneficially.

Reports are very important. The information that's in here is valuable to you, and there's some reports that brings it front and center if you will. To get to the reports in COD, you go to the



COD services tab across the top on the blue menu bar. See it up here?

You'll have the opportunity then to select COD reports on that blue hyperlink. That's going to open up your news box in another window. This is another database, if you will, that opens up. All right? That news box is going to contain – if you look over on the left hand side, you'll see a couple of little printer things over here – or maybe that's not printer things. Those are folder things.

Actually, these – one is going to be for direct loans, and one is going to be for Pell for grants. It's going to have your school ID code there. On the right hand side, you're going to see the various reports that are there for you to view. If you select one of those reports as it appears in the bolded blue hypertext, it's going to bring up that report in the latest version, the last one done for you and the last one that we generated out of the system, and that may be what you need.

You may need to see what went on two days ago if that's the scheduled case or whatever the situation may be. However, there may be times when you need information that's older than that. You can hit the actions button underneath the hyperlink. That will open up another window for you that will allow you to select reports back a year, I believe. I think that's right, and you'll be able to see information dated back then if that happens to be the case for the information that you need to obtain. So you can get current stuff very quickly. You have the ability also to go back and get dated stuff as well.

This screenshot here gives you an idea of what I'm talking about about the various types of reports, and you can see the various ones that are there. We're going to talk about two here in a minute.

Generally speaking, every report that you need is going to be available to you in two ways either throw your SAIG mailbox on a scheduled delivery basis that you're going to set up as an option or on the COD website in your news box. That's where we just were a second ago where those reports reside.

The exception is the school account statement. That report is generated on the first weekend of every month and sent to you in our SAIG mailbox. It is not accessible on the COD website. Okay? As of today anyway. That's the only exception there is.

This is a nice little diagram that shows you the various reports and their delivery options and how you can get a hold of them. 30 day warning report, as an example here, is one we have pulled up. It's one that shows you, on the top, all of the origination records that you have sent to us that do not have a promissory note or a disbursement associated with it and remember to book the loan. BD talked about that earlier. You need the origination record, the promissory note and an actual disbursement that books the loan, and that changes the obligation for those loan funds from you guys over to the borrower.

At that point in time, it's an obligation between that borrower and the department of education. Data resides in both COD and the servicer data bases. And the servicer is who feeds that information to NSLDS. Okay? Very important report. One that you're going to become familiar with.

At the bottom of that report are pending promissory notes. Remember we talked about pending promissory notes just a few minutes ago. Promissory notes that come in that haven't linked to an origination record. Right?

Those tell you which ones you have and ones that you need to look and see if maybe, as they've said, you've got some identifier issues there or perhaps you forgot to send in the origination record or perhaps you need to send in the origination record. That's what the information is for. It helps you process more efficiently.

Promissory note information stays on this report for 30 days then it falls off. The origination information on this report stays up for 90 days or until you do something to book that loan. Okay.

Another report that's really good is the pending disbursement list. It gives you a view of those pending disbursements or anticipated disbursements that are coming up in the next 44 or 45 days, I believe. Something like that.

Another good report to have, another report that you're going to become familiar with and you can see the information that's here as well.

Now one of the nice things about reports in COD is they have the ability to be delivered to you in a different format, and we're going to show you a different format here of that pending disbursement list in a common delimited format that you can bring into an Excel spreadsheet. Okay? This might be a little bit easier for to work at

your school. It may be a way that makes deciding or looking at this information easier for you at your school rather than pulling it into the preformatted way that we looked at just a few moments ago.

BD always talks about the nice thing here. You can take all of those loans up there if you look there in that red box. You can auto sum – that group of loans that she’s defined – and that gives you the list that you can carry over to your business office and say, “Here’s what I need to get money for, and here’s the amount of money to do it.”

You can sort this list, add, subtract, whatever you need to do as far as loans that are in there. It makes a very, very useful tool between you and your business office. Okay?

Okay. That was reports. We have got a few minutes to go also rejects that Christina talked about. So now we’re going to cut you loose again. Send you back into the COD CBT. Go in and do your practicing on either one of those topics, other topics in the CBT, back to where you were. Whatever you would like to do or whatever you need help with, you let us know.

The machines are yours. Thank you very much for coming to this session today. We appreciate you coming here and listening to us and raise your hand if you need help, and we’ll see you around again some time.

*[End of Audio]*