

Wood Mason:

We are going to take you through a hands on session this afternoon dealing with the common ___ disbursement system, and we're going to approach this from the perspective of giving you some tips on how to set up some options that will work good for you and your customers that are visible on Studentloans.gov, some reports, looking through the back screens for rejects, how to fix the rejects, things to make your processing a little bit easier for you.

Every year, you have a new upgrade or updated piece of software that you set your options for. Right? So that you make it work best for you in your office, and we're going to talk a lot about that first up here on options on COD to make COD work for you as well.

Then we'll cover some of the reports that we have brought up this. COD is a ten year old system. Right? It's a very stable system, but it is just absolutely chocked full of data. And if you can't get your data out of COD in some coherent manner to make sense of what's in there, through these reports, it doesn't do you any good. So we're going to try and help you with that as well.

We'll talk about resolving some edit code rejects, what they mean, how they work. We'll also take you through the action queue to show you how it can work for you as well. A couple of three times, we're going to be cutting you lose on the computers here, and BD is going to talk about that. We'll have folks here. We've got a couple of folks back here from the COD school relations center. It's going to help you out if you have questions or problems as we go through this, and we'll see if we can get you some information today that's going to stand you well as you go through your processing at your office when you get back to your school.

Talk about a couple of things very first, right off the bat. Oh, by the way, Barbara Davis, up here, the one that never gets used to my jokes, which is a good thing because we're also married, so she hears them a lot more than just ten or 12 times. Part of education, federal student aid. She works for the Internal Controls Division which is the money part of all of this, the funding aspects of it. I'm Wood Mason. I work for the Federal Loans School Support team which is basically the latest iteration, if you will, of the direct loan on boarding team that brought a bunch of you guys over to direct loans over the last couple of years.

How many of you have transitioned to direct loans over the last couple of years? A lot of you? When you're appointed contact on

the on boarding team, it is now on the Federal Loans School Support Team with me. So we're still around. We know who you are. We know your schools pretty well, and each one of you have a contact on that team. And he or she is a good person to know to help you when you need some help. Let's get into this right here real quick. Let's talk about this default setting here that's showing up on the screen, and that is relative to your school level master promissory note print option in COD.

Now how many of you do participate in the electronic master promissory note process? Pretty much all of you do. You have to give a paper note, of course, when the borrower wants a paper note, but generally speaking, you're doing EMPNs for your students or they're doing EMPNs for their loans. And in that regard, you want this promissory note print option at your school level to be an N. That tells COD that you're managing the EMPN process at your school. Your students are going out and doing electronic master promissory notes and that COD doesn't need to do any part as far as managing that.

And the reason we want it to be like that is because, over the last year or two, we have noticed that there are a lot of people that have that flag set to "Yes" which means that not only then is your student doing an electronic mastery promissory note, but we're going behind that out of COD and cutting a paper note and mailing it to them which, over the last couple of years, has run into millions of dollars that unnecessarily sends and mails these paper promissory notes.

So you want to send you default to N. You're going to manage your EMPN process through the EMPN process on studentloans.gov, and we're not going to needless print and mail a bunch of notes to your borrowers. Don't need to spend the money. We're all taxpayers in here. Right? Save that money. Secondly, if you've got them out ____ EMPN and then, a little bit later on, they get an email that says, "Go do a promissory note," or, "Here's a paper promissory note. Sign this and send it back," the first thing that's going to come to their mind is, "What in the heck is going on here? I just did this on studentloans.gov a week ago."

And the second thing that is going to come to their mind is, "I better call my school and talk to them about this." Right? So that's going to generate a lot of calls to you guys that don't need to be made. So make sure that your option is set to "N" so that you manage it through the EMPN process, and we'll cut a paper note for you, if you need it, by flagging that incoming note origination

record itself at the award level. We can handle it for you, and we can do it, but for your general default, you want to make sure that that flag is set to "N."

Very quickly, an electronic announcement, on August 26th goes into this in a little bit more depth. It explains it a little bit more. Generally, it's what I was just talking about. Okay. Couple of other things I want to point out to you here that are good options. As you can see, we have a school here that does the EMPN process up here. They're a participant.

Notice right below that, the EMPN message. How many of you have a message going out to your EMPN executors when they do an MPN? We generate an email that says, "Thank you for doing your MPN. We're going to make sure this MPN gets to whatever your school name is within the next 24 hours." And we sent it out to the borrower every time one of your students goes and does an MPN on studentloans.gov.

This gives you the opportunity to add a little personal message that you would like to send to that borrower telling that, "Oh, contact your financial aid counselor for further instructions," or, "Go do your entrance counseling if you have not already done it," or some little message to keep them moving down that path that they need to follow in the process to get their direct loans completed.

This is an opportunity to help you along that path, if you will. Another thing to look at, up here, any of you guys in here work at an additional location to a main campus or have a school that's in more than one state, a location? It's changed a little bit. You can see that we have a little bit different look for the same purpose, but when you go into COD to set yourself up, you'll notice that it looks just a little bit different than it has in years past. Okay?

Another thing I want to bring to your attention on this screen is these are options here that are going to be reflected or deal with studentloans.gov which is where your students and borrowers spend a lot of their time. Right? In the process. And the very first thing that you have the opportunity to set up is loan periods – are loan periods, I should say, where you can designate up to four loan periods that will reflect on studentloans.gov that you're PLUS borrowers can select from.

Now you don't have to put them there. You can leave it as "Other" if you'd like to do that so as not to confuse anybody, but if you want to provide loan periods for them to select from, you can,

in fact, enter them in your COD options screens, and they'll be reflected on the studentloans.gov website for them to pick from. Okay?

Another thing that we want to show you up here deals with the PLUS application and Grad PLUS application process, particularly the dates that are up there, and these dates indicate when your school shows up in the studentloans.gov website for your PLUS applicants to select. If you have these dates set up incorrectly, you may have a situation to where a PLUS applicant goes out to studentloans.gov to request a PLUS loan, and they go to put in your school, and it says, "Sorry. This school is not participating. Please contact your school." And that's because you don't have these dates set properly for studentloans.gov.

The example being down here on the bottom, May 1st, perhaps you have a PLUS requester that goes out to look on studentloans.gov in April of the year. You're set to May. They're not going to see you on studentloans.gov to do that PLUS request. So it's important, if you participate in the PLUS application process, to have those dates set properly so that you know, when your borrowers go out there, they're going to be able to select your school and complete the PLUS request process without any problem. Okay?

Another thing, on this screen, I'd like to show you, down here at the bottom, we've added this as well. You can a message to your PLUS applicant that will go to them just like we spoke about a moment ago when we talked about the EMPN message. So you can kind of personalize the PLUS request process as well by adding a little text message there to go along with the email that we sent to them. Contact your school for further instructions, whatever the situation is. If you're a new grad student and you haven't done entrance counseling for a graduate student, please go and do so or something like that to make it a little bit more personal when they do the PLUS request. Okay? Everybody good with us on this?

Okay. Let's talk about some new reports. Remember, I said earlier that COD is just chocked full of information, but you've got to get that information out in a coherent way so that you can use the information that's there. These reports are reports that we have put in place this year, a little bit different way than we have in years past, and we've done it so that some of that information is available to you readily and handily for your use.

You'll see we have a PLUS application report, a completed MPN report, the actual disbursement listing and the entrance counseling report. We're going to talk about each of those here in a few minutes. We'll also talk about what they look like in COD itself if you choose to do it that way, but first, we've got a graphic up here that you will have under your handouts there, if you download it, that will show you how to obtain the reports in COD, how they're available.

And as you can see, on this next screen here, you can get to your reports in a couple of different ways, and most of you already know that, but they're available even through your SAIG mailbox. If it's a scheduled report that we send to your mailbox and is one that you have chosen to receive, some of them you can choose, "Do not distribute," we won't send them to you, and they're also available in your school news box on the COD website. Remember, we go to "Services," "COD Reports," open up that second database that gives us and takes us to your news box where these reports are available as you see them up here, "Services," "COD reports," and these reports.

The four that we are going to talk about very quickly, the new ones, are circled up there, and let's go ahead and take – oop, go to the right button here, and we'll take a look at them.

First one we'll talk about is the PLUS application report, the direct loan completed PLUS application report. Now keep mind, as we go through these reports, that all four of them are available online. As a matter of fact, the first three are only available online. They're all available in a CSV format which means spreadsheets. Right? And that means that you can pull down these reports for this week, for the next week, for the next week or two weeks ago, and you can merge all that data into one. You can resort it so that it serves your purposes best. They're going to be very flexible for you to use as you get familiar with these reports here as well. They're all going to have a seven day reporting window, Saturday through Friday, and we're going to send them to your news box every week unless you have no activity of that type for that week, and they'll be available, as I said, off of your news box on the COD website.

Let's take a look at the completed PLUS application report up here first, and you can see that there is a lot of information that's available to you, demographic information, on the person, the loan itself, things of that nature. This information, down here by the way, would actually be spread out here on the spreadsheet. We

just moved it here so we can have a single screenshot to show you, but you can see there's a lot of information associated with the loan down here as well, the award year, the amount that the person asks for or perhaps they said, "Give me the maximum amount"

There's also a column up here dealing with the credit decision as well. So there's a lot of information that's available to you in this report that's going to be generated and posted to your school news box every week, and it's going to reflect the information relative to completed PLUS applications for that previous seven days, Saturday to Friday. Okay? You can also pull that information by doing a date range scan in COD, and you'll get quite a bit of similar information here, pertinent information, important information that you need, but you're just not going to get the depth of detail by going through the COD website as you will on the report that we generate and post up there for you. Okay? It's a good report full of information.

We've also got a direct loan completed MPN report, and you can see, as we go this one as well, that there is a lot of information up here dealing with the person and the note itself particularly when you get over here and deal with the promissory note with the status, whether it's linked and things of that nature.

For example, on the first one up here, we have an accepted promissory note that's linked to a loan, but you can also see, by the expiration date over there, that we haven't disbursed on that loan yet. Right? That expiration date hasn't kicked out in years. On the other hand, the one below that was also an accepted promissory note that's linked to a loan, but that expiration data is already kicked out that ten years. So that tells us that there's been a disbursement on that promissory note.

There's other information for you here as well, the type or promissory note here is reflected. Remember an M designates a Stafford promissory note for a sub or unsub. Whereas the N is going to designate a PLUS promissory note and will even tell you, over here on the next column, whether it's a Grad PLUS promissory note that's been signed here or a Parent PLUS loan that's been signed here as well.

So there's a lot of information available to you here on the completed MPN report. Same thing as far as going into the website and doing a date range scan. You can pull up information relative to that MPN as well, and we'll tell you some information about those promissory notes, whether they're accepted or linked,

what kind of a note it is and things of that nature, but you're just not going to get the depth of detail by going through the website as you well by going and looking at that weekly report that we generate and send to your news box.

Entrance counseling report, this is actually the first one that we came up with this year. We brought it up when we implemented COD at the beginning of the year last February. The important information, of course, is the demographic information over here and the type of counseling that was done for that particular person. Nice, neat, right there in front of you on a weekly basis.

Same type of information is available here on the COD website by doing a date range scan, and at this point in time, I'm going to stop for a minute because you'd like to explain what's on that screen. Right?

Barbara Davis:

Sure. I'd be glad to. Okay. So, right now, on this screen, you will see that you have the date completed and then, next to that, you'll have the origination on file. That actually just applies to TEACH. So, when I made this screenshot, I did a direct loan entrance counseling search. You know, you can search for direct loan counseling or TEACH counseling.

Right now, the results of the second to the last two columns over there, on that one side, bring back just TEACH data. So it's if the TEACH origination record is on file or if an ATS, which is the agreement to serve for TEACH, is on file. We're hoping to get it implemented for direct loans as well where it will bring back the origination for direct loans as well as if there is an MPN.

Then, you know, you can export this to Excel, and a lot of you have wanted to have something all in one place where you know you've got a prom note. You've got an origination record. They did entrance counseling. Voila. Now I can disburse. Right?

And so, when this gets fixed, which we are hoping will be implemented sometime in June or July when we bring up the second release for the next award year, this is – this will be a really great tool for you. So stayed tuned. Be watching this screen. Okay?

Wood Mason:

And, again, that's going to give you, in one place, what you need to know about that borrower in order to be disbursed, the note, whether or not there is origination and the counseling as well, and

it also, like BD said, can be exported to the CSV format. So you can build your own little historical view of that as well. Okay?

Let's take a look at the last one here. The – an actual disbursement list. That was brought up this past October. Again, it's the same type of a report, a Saturday to Friday, seven day reporting window. It's going to be posted to your news box on COD online in a CSV format. It's going to have your booked, unbooked and future date of disbursements, everything associated with the actual disbursement process in COD.

This one is just a little bit different in that we're going to also send this to your SAIG mailbox every week. So this will be available not only on the website but also through your SAIG mailbox for you to import in that manner as well. The disbursement list is going to have, again like all of them, all the demographic information necessary for you here. Some other information that's good to have, the book date of the loan itself or that particular disbursement I should say, the disbursement date itself and the disbursement number and sequence number.

And you can see over here, as we take a look at some of these, that we're also going to be reflecting any adjustments that you make to these disbursements because an adjustment is an actual disbursement as well, and you can see those down here on the these sequence number two disbursement in that column that I've just reflected.

So they've got four reports that's going to get that information out to you that's in there that's necessary, that helps you process on a day to day basis and helps your routine become a little bit more smooth and a little bit more efficient on your end. Okay?

Any questions of any of these reports that we've talked about so far? Yes.

Audience: Is it the same for foreign schools?

Wood Mason: It is the same for foreign schools is the question. Yes. These reports will be available for you for foreign schools as well. Any other questions? Okay. Let's turn it over to BD.

Barbara Davis: Okay. So we're going to have, for this hands on session, two practice times, and we're getting ready for the first one and then, the second, we're actually going to do at the end of the session so that you have a concentrated period of time of about 15 to 20

minutes at the end to also do some hands on. So I can just walk through this, I think – or go ahead, Wood.

So, normally, you would, if you were sharing a computer with a colleague, you would look at your own – you'd log in and look at your own school information. So, if you're sitting with somebody from your school, then you can do that and you won't need to use the CBT. But if you're sitting with a newfound friend, one of 7,500 attendees that you've found and you're making friends with today.

You're going to use the COD, CBT to use the practice sessions. So, normally, when - at your campus, you would go out to IFAP and you would go to "Tools for Schools" which is on the screen in front of you or up here, and you would download the CBT. And I think Wood just – is going to pull that up here. There we go and "Tools for Schools" and then click on the first one which is the "COD CBT." And it brings up actually a release letter that we have, and as you scroll down in this release letter, you'll notice that it says the "COD Systems Simulations," and then it's got "Cod Website?"

A lot of people will click right there, and that actually takes you to the COD website. You need to keep scrolling down. You're having fun, aren't you?

Wood Mason: I am.

Barbara Davis: Okay.

Wood Mason: I was just demonstrating.

Barbara Davis: You were demonstrating. Demonstrating what not to do?

Wood Mason: Yes.

Barbara Davis: All right. I love it. Go ahead and keep scrolling down and then you'll actually find the CBTs. Each of the lessons is an individual file, and you download it to your computer which is why it's called the CBT, computer based training, and you can do it at your leisure.

We've already downloaded three of them for you, and they're on a folder on your desktop. And Wood's going to jump over there right now and show you where they're located on your desktop. So that, when we release your computers, you're going to go in

there, and there are three, working with reports, working the action queue and working with batches.

First one we're going to do is working with reports. So, if you need to use a CBT as soon as we release you, that's where you'll go. Open up "Working with Reports" and we'll spend about ten or 15 minutes right now doing that hands on session for you guys. Okay?

If you download any of your reports – if any of you – are any of just are logged in if you're at a computer by yourself or you are with a friend? Okay. If you download any of the reports, please do not save them to the desktop, and if you save them someplace, delete them when you leave or before you leave. Okay? There we go.

Audience: *[Inaudible comment from audience member]*

Barbara Davis: Are they released?

Audience: In release.

Barbara Davis: Are you guys free to do your own thing? Yep. You guys are free. Okay. We're getting ready to grab your computers. So, if you're working on something personally, then you probably want to wrap it up because Wood's going to grab you in about two seconds. Actually, he – one second. He's very fast.

No. Okay. So you had some practice time looking at your first, confirming your options. If you would – could – were able to log into your own school records, hopefully, you went in and made sure you don't have your prom notes at COD print every time we get an origination record because that's a lot of trees.

Okay. Let's go ahead, and I will make it go to the next slide because I can do that. Sorry. I think. There we go. Okay. Now we're going to get into the exciting part not that Wood's part wasn't exciting, but, you know, rejected records, we love to talk about rejected records. Right? We love it.

Okay. In direct loans, you're going to either have a record accepted. It's going to be rejected, or we're going to send you a warning. Warnings are just that. They're warnings. It's a head's up. It's a, "Yo, did you mean to do this?" But COD lets it come in, and we build it. A warning says, "Oh, my goodness. You sent

us a pending disbursement or an anticipated disbursement, and you sent it to us today with a disbursement date of November 15th.”

And we’re going – COD goes, “Why would you send us a pending disbursement in the past? Anticipate means in the future.” So we send you back a warning and say, “Did you really mean to do this because this doesn’t make sense,” but we accept it.

A reject, COD says, “No way is this coming into our system.” We shut the door. We send it back to you with the reject, and it doesn’t get built in COD. So it should update your system with a reject, whatever that code is in whatever software you use, either an E or R, because COD rejected it, and you need to fix it. You need to fix it to improve your processing so that you’re making sure that you’re reporting accurately to COD, to the department what you’re crediting to students’ accounts. Also, it can impact your funding. So you want to make sure you’re getting those rejects fixed, and you also want to fix rejects just so that I’m not sitting there envisioning you all hitting your heads against the wall repeatedly.

We get a lot of schools that don’t fix their rejects, and they just come to COD again, and we reject them, and again and we rejected them, and again and we reject them. And when I see a school that’s done that, I just think about hitting your head against the wall repeatedly. So don’t do that. You want to fix those rejects. You can find a list of your rejects in the technical reference which you can get from FSAdownload.ed.gov, and actually, this technical reference has some really great volumes that are really easy for you to read. It’s really not for the IT people. It’s for you in the financial aid office.

Volume Two has two sections specifically. The first one is the implementation guide, and that’s really a how to send data to COD and what COD is expecting to receive and then the rejected codes are in Section Four right down there at the bottom which you’ll see on your screen, and we’ll go ahead and look at what one of those pages looks like.

You’ll notice, on the far side, that we tell you the number of reject then we tell you whether it’s a reject, R, or a warning, W, or if it’s a Peel grant, we can also correct it if you’ve set your system up for us to do that. We tell you what the messages that we’re going to send back to you and then, on the far column, over on the right hand side over here or left, I can’t ever get it straight, one of those sides, we tell you what you need to do.

Notice that one at the bottom, that I have the red box around, we're getting a lot of schools hitting edit code 74 this year. A lot of you are trying to change an actual disbursement back to pending, and you can't do that. If you reported an actual disbursement to COD saying, "Basically disbursement release is true. I paid the student. We released the funds to the student," and then you're going back and say – making it a pending disbursement saying, "No, I really didn't do that," what you really need to do is zero that disbursement out.

So, instead of changing an actual to a pending, which you can't do, you need to zero the disbursement out saying, "No, I did not disburse that money to the student," and then you won't hit edit 74. Okay? So, although it says, "No action needed," really, no action is needed on COD's part because we rejected it, but there's action needed on your part to fix that record.

Implementation guide, which I mentioned earlier, has – here's just the table of contents of what's in there. Really excellent information. One that I specifically want to draw your attention to here is pennies. Right there. Reporting pennies in the award and disbursement amount data elements. In direct loans, we don't do pennies. So you can't send disbursement data to COD with pennies in the field, and if you do, COD cuts those pennies off and that \$2,625.59 becomes \$2,625.00.

If your business office did return of Title Four funds and they returned \$2,625.59, and you reported to \$2,625.00, you're going to be off 59 cents. Multiple that times 10,000 students, and you're going to be off a lot of money. Do not report pennies to COD. Do not return pennies to G5. When you do your return of Title Four funds, you're going to use rounding rules. Either round up or round down. Okay?

We just put out an announcement about that. So I know a lot of business office people are really careful about doings things to the penny. So show them that announcement that came out. I believe it was October or early November. Put that on their desk and say, "See, the department said round up or down for direct loans. No pennies." Okay and here it is in the technical reference as well.

Okay. When you want to look at rejects, you can obviously look in your software, and when you send a batch of data to COD, you can – when you bring in that response file, you can look at say, "Okay. Run a report out of my software. See what rejected and

what built,” but you can also look in COD, and you can do two types of searches.

You can do a student specific search, or you can do a batch search. We’re going to look at the student one first. You go to COD. You click on the “Batch” menu. “Batch search.” Anytime you see a gray box in COD, it’s a type of search. So there’s three gray boxes on this particular screen, three different types of searches. You don’t need to fill in all three boxes. You just choose one and do one of them.

The bottom one is actually where our – whoops. Let me go back. Where our SSN search to look for specific students. So you enter the SSN, choose the status of “All.” You can look for all award years or on in particular and then click “Search.” And you’ll bring up all of the batches that have been sent to COD for that particular student, and it can even be for multiple schools.

Sometimes I’ll do a student search, and I’ll see two schools that a student happened to attend in the same year or in subsequent years, and you’ll see all of the batches that were sent to that student. You’ll notice that you have the batch with the document ID where you can drill down further. It tells you the type of records. All of these happen to be direct loans. These are promissory note types that were sent in, and these are all responses to information that were sent by the school.

I covered up the name and SSN here, but you’ll notice, over here, that we have column where it says “Award No,” or award number. All of those were accepted. The disbursements, we had a couple that rejected. If you click on the word “Rejected,” it will actually take you to the next screen – sorry – which will give you all of the reasons that that record has either warnings or rejects associated with it, and you’ll see that this particular one hit edit 74. Okay? The one we were talking about earlier. So we know that the school needs to probably zero this disbursement out as opposed to trying to set it back to pending.

So a summary of the student level batch reject method would be got to the “Batch” menu, enter the SSN, choose your award year, go ahead and click “Enter.” Find your rejected record and go ahead and click on the word “Reject.” You want to fix the record in your software. If you fix it directly on the COD website, which you can do if you go here to “Update record.”

If you fix it on the COD website, you want to really make sure that your software can import that response, and a whole lot of software can't. So it's best to, if you're going to research here, go back into your software, fix the record in your software, send it in a batch again to COD. Okay? That way you guys stay in synch.

Okay. Batch search date range. This is the top box up here, and you can actually do up to a 60 day date range. So you're going to want to make sure your entity ID is populated. Leave the "Batch type" to "All," the "Award year," set to "All." Pick whatever date range you want. If you're a large school or you send in a lot of batches, you're not going to want to do that whole 60 days because, if you do, you'll have time to go get a cup of coffee and probably drink it, too. So keep your batch size or your date range size limited to a few days and then go ahead and click "Search," and that takes you to a list of all the batches that you send in for that timeframe that you chose.

You'll notice, again, we have our document ID hyperlinks here, and then we have the record type. See, we have DL and PL for Pell. Notice the one that says, "Common," here and the one in the red box that says, "Common." That means there was multiple types of data that was sent in, Pell and direct loan in the same document or ACG which you're not doing anymore. So let's see, DL and TEACH, any combination of different programs.

We'll have the day that it was received by COD as well as the day that COD sent a response back to you, the school, how many students were in that batch, how many students were accepted. Note that one that's four from the top where there's 1,765 students in the batch, and all but one were accepted. That means the SSN, name, date of birth or CPS transaction number did not match what was in on the **ICR**. COD and CPS talk, and if you sent us something that didn't match, we're going to reject that student.

The one that I have the red box again around, all of the students were accepted, but that doesn't mean that there was no rejected data in the batch. If you want to see the rejected data, you actually have to click on the blue hyperlink and drill down into the record. Remember I chose a common one? If you want to see the type of data that was in it, you just hit the box at the top, "Program," and you'll see that, in this particular batch, there was '11 - '12 direct loan data as well as some Pell data, and that's why it was a common record.

We had our awards rejected. There were actually ten awards rejected. Dollar volume here is real important because those awards represent almost \$40,000.00 for the students, and note that we had 28 disbursements rejected totaling \$46,177.00. Remember what I said about duplicates earlier? See how many duplicates were sent in? 637. So did this batch actually contain only 28 rejects? No. 637 and 28. That was all rejected records.

When you look at that first screen, the reject column on the right – far right hand side said, “Zero,” but that’s because there were zero students rejected. But there’s almost 650 or about 650 rejected pieces of data in this particular batch.

Wood Mason: Actually, 665.

Barbara Davis: 665. Wood can do math on the fly. We go further down on that screen then you get to the student specific information. You're delighted, and you want to celebrate all the students that you sent in correctly, and that’s wonderful for the 1,000 you sent in correctly. But you need to fix the ones that actually rejected.

Don’t we go until 3:15, Ellen? 3:15 and it’s really only ten minutes away. Okay. Yeah. We have time. Right? Okay. Thank you. Freaking me out. Okay.

We don’t want to look at the accepted ones. We want to look at the rejected ones. So we’re going to filter here and take our status, choose the rejected records, apply filter and then we have all of our rejected records and then we’re back to the same method on the SSN search where you click on the word “Rejected,” see what the problem is, go into your software and fix it.

Okay and that was my little summary right there. So this is when we would have – thank you. Ellen likes to make me nervous sometimes. Okay. We’re going to skip this practice time and put it all at the end, and we’re going to talk about my favorite place in the whole world which is also in the batch menu, but it’s the action queue. The action queue is not used by very many schools, and it’s such a powerful tool because you can go more than 60 days. You can do like a year, date range search at a time. So it’s a great way to do an ad hoc pending disbursement list by doing a data range in the future or you can use it as a reconciliation tool to find all the disbursements that are still in a pending status in the past that you should have disbursed or zeroed out. So let’s look, first, going forward.

So, if I go to “Batch” and choose the second one down from the top which is “action queue,” and enter my date range – when I worked at a school my boss would frequently come to me and say, “I need to know our total dollar disbursements for X month.” Usually, a month or two in the future. She would want to know how much – how many funds were coming in, and so you could use this action queue to say, “I want to know for the month of January what my pending disbursements are.”

And you run that list then you see your pending disbursements here. If you go down to the bottom of that screen, you will see the total for that screen. Now I chose a particularly large school when I made this screenshot, and they have 15,000 pending disbursements for the month of January. So there’s lots of pages here. You can’t just export this to Excel, but you can copy it, put it in an Excel spreadsheet and go ahead and total by page. And you’ll have everything that you are planning to disburse in the month of January.

COD sends a pending disbursement list to you, but it’s our timeframe. And this is a way for you to say, “I want to know, for this timeframe, what my dollar volume is or my pending disbursements that are still out there.”

You could also use the action queue as a reconciliation tool. Many of you are just about ready to start closing out the ’10 – ’11 award year because you’re done processing ’10 – ’11. I like to use the action queue to say, “Did I miss giving money to somebody? That student that was not knocking on my door telling me I forgot to give them money?”

But I like to say, “Okay. I’m going to go back in time. I’m going to start maybe July 1st, 2009, and I am going to say for the ’10 – ’11 award year, change that to ’10 – ’11 here. July 1st, 2009 up to the current date,” and hit submit. And that should pull up all of my pending disbursements in the past, and I can look at them and say, “Oh, my goodness. Look at those students that I forgot to disburse that I should have disbursed,” or, “Look at those students that I – are still out there that I could zero out and then they won’t show up on this list, and I won’t disburse them when I shouldn’t.”

Okay. So great tool. Action queue. Going forward in time for an ad hoc pending disbursement list, going back in time as another reconciliation tool to use in addition to your SAS.

Okay. Now, we're going to cut you loose again, and you're going to have until the class is over – and we'll all be here – to have some practice time, to work the action queue or to do your working with rejects. And we're here if you have a question. Please raise your hand, and we'll come around and help you. And thanks very much for coming today.