

Bob Martin:

My name's Bob Martin. I'm the PC products manager for application processing division which is headquartered in Washington DC. I happen to live in the Dallas, Texas area, and work from there. I'm one-half of that team. It's my responsibility to get these PC products out to you on time in shape so you can use 'em to process awards and loans. The other half of my team is Sarah Adams sitting down here to my far left. Sarah is a former FAA from the Chicago area, also worked in the compliance division, and I've managed to entice her over onto my team now and she's the smart half of the team. So she's very valuable in helping me understand some of the things you all have to deal with so we can put out the best product we can put out.

We have an agenda today. Sarah's gonna come up here and talk to you about '11-'12 improvements we've made to the software. We had four releases in '11-'12. We'll tell you about those. Then I'll come back up and talk to you about '12-'13, what's going on there. And then I'll talk to you about Direct Loan Tools and how to get some additional help, although I'm not sure that we have any more sessions left. The last Direct Loan session is actually going on right now simultaneously with this one.

But before we jump into that, let me ask you a couple of – how many are brand new to Title IV, brand new to EDEXpress, brand new to financial aid? Okay. A few of you. You'll get it eventually. You don't learn it all overnight. No one does. No one in this room, no one at FSA knows everything, but you'll eventually get it. And about the time you do get it, we'll change it so you'll have to get something else.

[Laughter]

So don't fear. Don't panic, okay? I remember when I came to the department in '95 and I was in sitting a session like this and I'm going, "What have I gotten myself into?" But it comes to you. You get it eventually. Surround yourself with your colleagues and ask them questions and they'll all help you.

Who among you are experienced EDEXpress users? Okay. How many of those use packaging? I see two hands. Why don't you all use packaging? Somebody that would like to use, is it too hard to understand? Okay. The reason I'm asking is because that's the most expensive piece of the software to produce, and I don't have very many people using it, so I would like to find a way to encourage more of you to use it, and if you tell me why you don't use it, then maybe I can figure out what I can do to make it so you

will use it. So keep that in mind. My e-mail address will be on these slides. You can send me an e-mail and we'll talk about it.

The other thing is for those new people that raised their hands and said they were brand new, if you don't understand the process between grants and loans and how all this works between the software and COD, then I want you to send me an e-mail. You'll see my e-mail address in a minute. And I'll send you a cheat sheet that I put together when I was working FFEL schools transitioning into DL, and it's called, "Bob's Eight Steps for Staying out of the Penitentiary."

[Laughter]

One you learn those eight steps, everything else fits into one of those eight steps. And once you learn that flow, it's the same for Pell, it's the same for DL, and it's the same for TEACH.

Okay. So I'll sit down and Sarah will come up.

Sarah Adams:

Thanks, Bob. Y'all tired of that trudge from the hotel room all the way over here? You're almost done. And, also, your brains are probably about to explode with all the information you've been gathering. The good news is, they pretty much taped all the sessions, so if you forget anything, you can go back in and look later. Just go to IFAP. There'll be an announcement when they're all posted.

As Bob said, I'm Sarah Adams, and I worked with him on the EDEXpress team. Just to give you some background on me, as Bob said, I did work in a school. I worked in a public institutions, a private not-for-profit, a private for-profit. So when I look at the software, I try to see how each type of school will use it. I've done semesters, trimesters, quarters, and clock hours. So if you need a resource at the end of the session, it will have our contact information, and I also brought cards, so stop up and get a card if you want one, also.

Also, there are a couple things that Bob and I tend to like – I'm trying to think of the best way to word it. I consider myself the queen of queries. If you like to use queries, definitely call me. There's nothing I enjoy more than playing with queries in that software. User fields, same thing. I love the user fields. Bob likes the Direct Loan module. That's good. But we have certain things we pretty much can specialize in, so feel free to contact either of us, and if it's something the one is really good at, we'll just refer

you to the other one. So on with the show.

We forgot to introduce our partner from Vangent here, and the gentleman in the suit here is **Doug**, and he's going to be driving our presentation throughout the session. Without our partners at Vangent, we would be nowhere. They are invaluable to us in developing and testing the software.

How many of you are already using the '11-'12 software? I assume most of you. So a lot of this you've probably already seen, so it's just a reminder for you, but some of it might be in areas you don't usually use, so we're gonna go through it all, anyway.

The first thing you might have noticed is the addition of five new Ability to Benefit fields. In order to accommodate these Anybody to Benefit fields – say that quick three times – we had to create three network subtabs on the right-hand side of the screen.

We also added a new Import dialogue box that will warn you if you are about to import any COD response file that has information that is older than what is already in your software. So you'll be able to make the determination of whether you want to go ahead and import that older file, or skip it.

How many of you here use multiple entry? Not very many. Those of you that don't use it, should really check it out. Stop by the PC lab today or tomorrow if you have a chance. Multiple entry is a great timesaving feature that allows you to edit multiple records at the same time so you won't have to go into each individual record and edit it. I don't know about you, but when I was a financial aid administrator, there weren't enough hours in the day, so being able to get something done in ten minutes instead of two hours was totally worth it to me. So if you haven't used multiple entry, check it out. Stop by the PC lab.

So the first thing we in multiple entry this year was the capability to add and originate loans. So now you can save time and process multiple students at one time instead of going into each individual student record to do that.

But wait. There's more. We've also enhanced multiple entry so that you have capability to create multiple loan types in a single import. Previously, you could only process one type of loan at a time, the subsidized, the unsubsidized, the PLUS, the Grad PLUS. Now as you can see in the little box, you're able to pick any or all of the loan types, which, again, is a great timesaving feature.

If you've been on the PLUS application screen, you've probably noticed a lot of changes to that screen. We've added fields to reflect the data you receive in the COD response files so that you can view some of the student that's located on the studentloans.gov website. Some of the fields we added were credit override code, school credit balance options, previous application ID, unknown loan amount, six-month deferment option, application submission reason, and award date range requested starting and end dates. These will be view-only fields that you cannot edit.

Also added to the software in '11-'12 was two new valid values for MPN status. I, which means inactive, no additional loans may be linked to this MNP. And C, closed to the linking of new loans. Both these codes will stop any new loans from linking to an MPN, but the existing loan will not be affected.

Whenever we do make changes like this, they impact different areas of the software, and this screen is telling you what areas were impacted by these new MPN values of I and C. The areas impacted were origination entry, reports, imports, query, browse, and file format.

I wanna back up for a minute because this – stay on this screen. When Bob if anyone was new, there were a few people that raised their hands, so I wanted to explain for the benefit of these people that we put out at least two releases of EDEExpress every year, and the first release will have global apps and packaging. That comes out in January of each year to enable you to process your ISIRs, print them, do your packaging, be able to get all of that done. Then at the end of March, we put out Release 2, and Release 2 will have your functionality for Direct Loans and grant processing so you can communicate with COD and start sending your originations and disbursements. So I just wanted to explain that before I went onto this screen.

In Release 2.0, another update that we added was at the checkbox on the Disbursement screen for the first Disbursement flag was removed, and we did that because COD no longer uses and Edit 52, there was no reason for that particular field to exist any longer in the software.

This year, it was necessary to put out a Release 3.0. Release 3.0 had our updated Pell charts. When Release 2.0 was put on the FSA download site, we had not yet tested the newly approved Pell tables. So once those tables were approved, we put those out in

3.0. As long as we were putting out 3.0, we also put in that the CPS transaction number would be required for all PLUS and Grad PLUS loans.

Question before I go onto 4.0. Does anyone in here process Title IV for Pacific Islander students? No one. So I'll give you a bit of trivia. Pacific Island students don't have Social Security numbers, but they are eligible for Title IV aid. That created a dilemma of how could we process aid for them when they don't have a Social Security number. So we created a pseudo Social Security number which began with the digits 888. Well, effective June of this year, the Social Security Administration decided to start issuing Social Security numbers that began with 888, so we could no longer use that.

So we changed to 666 as the first three digits we would be using for the pseudo Social Security number and had to adjust the software to accommodate that. And that is the primary reason that Release 4.0 did go out for EDEXpress this year.

Another change that we did in Release 4.0 was to change the wording on two reports. The MPN response import/edit report now prints, "Valid MPN not on file at COD for an MPN status of R," instead of "rejected," which is what used to print on the report. And the common record response import/edit report now print, "Valid MPN on file. Not on file at COD for an MPN status of R," instead of what it used to print, which was "rejected," or, "Not on file."

Another change to the software in '11-'12 was we added some Spanish functionality to the MPNs and disclosure statements. In the Print dialogue box, there's an option to print labels in Spanish. We had already updated the Spanish and we have already had to update the Spanish MPN wording for Field No. 10 on the sub/unsub MPN, and Field No. 13 on the PLUS/Grad PLUS MPN. You can see the wording on the slide on the left-hand side for what the change was in that field. I cannot even dream of trying to pronounce it for you.

That completes the changes made in 2011-2012. And now the moment you've all been patiently waiting for because you wanted to be the first on the block to hear about the 2012-2013 changes, so your wait is over, and here's Bob Martin with those changes.

[Laughter]

Bob Martin:

I tried to get her to do that last slide in Spanish, and she wouldn't do it.

You know what's interesting to me is when we do these conferences, and this our third session for doing what's new, and then we've also done three hands-on sessions, and a couple a Direct Loan Tools, but I get to talk to people and see how they're processing. And it's amazing how some of you are not taking advantage of the tools that we're putting out there for you to use. You're doing way more work than you need to be doing. Multiple entry is just one of those tools that will help you speed things up, and so we invite you to go to the PC lab in the time that's left and sit down with those people down there and say, "Okay, at my campus, this is how I process. Now show me a better way to do that." And maybe we'll find a way to cut your workload down a little bit.

Remember the EDEExpress is built for speed. The idea behind EDEExpress is a kid can come in today and if you have an ISIR, you can pay him today. We want you to take that ISIR data, move it out of the demo screen and move into the Pell module and create some Pell records there. All you have to do is add a scheduled award and then move that same data into the Loan module, and all you have to do is add a loan amount approved and some disbursement dates, and send that off to COD. So I heard people doing lots of manual work, and I just wonder if we probably need to do a better job of letting you know that there are easier ways to do that. And a part of it, too, is because you all are trying to be very careful and particular about what you're doing.

And just to piggyback on what Sarah said about the two releases are the norm each year, but because of recent legislation and regulatory changes, we've had to come out with three and four releases per year. When you start seeing the notices from us that there's a new release out there, then stop what you're doing and download that new release and load it up because here's what'll happen next. I'll see a bunch of posting on FSA Tech saying or _____ saying, "Can you tell me why I'm getting all these rejects from COD?" and the reason is you're not using the current version of the software. And the reason we put out a new version is because we fix something in the old version.

Normally, we try to keep it to releases, but sometimes we're forced into a third release just because of the release data of the new Pell tables. I have to get that into the software for you, and I can't do it if the timing isn't just right. Release 2 this year will come out

March 28th. If I don't have the Pell tables by then, then I'll have to do a third release when get 'em. So if you've packaged using Release 1, remember that you're packaging using the '11-'12 Pell tables. So when we do give you the release that has the new Pell tables in it, we'll remind you to go back and repackage to make sure that you haven't over-awarded or under-awarded, okay?

A couple of big changes. We didn't make a lot of changes for '12-'13, but we did make some critical changes, one of which is we continued the improvements we made because of the issues that we ran into when we went to Vista. Vista created all kinds of problems, not the least of which was virtual databases and everything else. We got most of that fixed, but we did have a couple of minor items that we still more frustrating than anything, and we've fixed those, one of which is that – and the big one is, is that as of January, we're no longer gonna require you to be an admin or have admin rights to use the software. You will still need admin rights to install it, so that means some IT person or something in your office will have to install the software, but we were requiring you as a user, to have admin rights, and that lowers your security profile. And so we agreed to change that and we're making that change this year and it'll go into effect with the January Release 1.

A couple of other updates. The return of dialogue function. For those of you who don't know what that is, there's a function where you can set it to return a dialogue so that if you're doing something in the Print dialogue box and you print something, it'll return you to that dialogue box case you wanna print something else, rather than pushing you all the way out and then you have to come all the way back in. It wasn't working correctly, but I will now.

The Direct Loan Disbursement tab grid, we had problem with what call real estate or space on the screens to put in labels, the complete labels. We fixed now, and we'll be able to do that.

The other being thing is, and I know many of you have seen that people are using EDEExpress on Windows 7. If you were thinking about doing that, we are testing Windows 7 now to see if we can support it as an operating system to run EDEExpress in, or Direct Loan Tools in, and we're not running into any significant problems that we're identifying thus far. So look for something in the future where we do support that as an operating system. But here's the thing. If you're thinking about moving up from XP or Vista and going to Windows 7, put a posting on FSA Tech, and if you don't know what FSA Tech is, it's a technical LISTSERV that you can

find the directions for on IFAP. And go in there and post a notice to FSA Tech that you're thinking about moving to Window 7. Has anybody done that with Express? And people will answer you and tell you, "Yes, we've done it, and this is how we set it up." So I've seen several of those through the years, and there's lots of schools using it successfully right now. We testing the Windows 7 32-bit Professional version of Windows 7, if that's significant to you.

The verification status code we're adding to the student summary report, that's not the end all and be all, but we decided to add it there. And if you print that report, that's where you'll see it.

All right. Let's take a look at what we're doing in apps this year. We'll change all the cycle references as we do every year. Remember that we produce EDEExpress per award cycle. So at any one time, you're probably operating in three different award cycles, or three different versions of EDEExpress. That means if you're doing loans, you're importing three different SAS files from COD, which means that if you're also using EDEExpress and Direct Loan Tools, you're gonna be running three different compares each month, so just remember that.

So this, the new versions will be the '12-'13 as Sarah mentioned, Pacific Islanders will have the 666 for the first three letters of their pseudo SSN, but then each year, we advance the middle two numbers, the fourth and fifth, one to indicate the new cycle and this year it'll be 21.

All the new comment codes and text that you will see in the ISIR guide, we have also incorporated into EDEExpress, so when you're importing ISIRs and so on and you're looking at NSLDS data, that code and the text to match those codes is in there.

We have a database within EDEExpress that has a list of every school that's been approved to participate in Title IV, and so that's how when you go to identify your school in Setup, it normally knows who you are just by the name you're putting in there. But if you're one of those schools that's just been newly approved for Title IV, then you might have to add your school to that database until the system catches up with us and we can get into that little table. If you're not sure how to do that, the help text explains how to do it as does the cover letter and the installation guide. But if you're not sure, you call that 800-330-5947.

That's the CPS SAIG technical help desk where **Doug Baldwin** [*laughs*] works. I'm sorry, Doug. I missed you when I was doing

the introductions. But Doug is the Direct Loan lead for those kinds of technical questions. And somebody that answers that phone will walk you through adding your school to the database. So there's plenty of help available for you. That's just for you. That's not for applicants or for borrowers.

We added a Reject 21 override. You're not allowed to change or add a date of birth if – do married if that occurs between the applications date and the date you may make a correction. If that occurs and we reject it, but we've built in an override for that reject for you now because there be some legitimate reason that someone is now married or misreported their marriage date and it'll be belief for you to overwrite that reject.

We ran into some value flags for the IRS Data Retrieval options, and reworded a couple of them. We've added five and six, and then everywhere reworded No. 4. No. 4 is, "IRS data was transferred, but then the data has been changed." No. 5 is we presented with the option to use the data and the applicant or the borrower preferred not to. And then six is the data was used, but then it was changed to the point that it made the applicant ineligible. So you may be seeing those in some of your ISIRs.

Student and parent asset threshold, and student and parent asset threshold exceeded assumed fields will be in there. Essentially the way it'll appear for you is a reject, and that'll be reason. So look for those new closes. It's one means yes. Two means not exceed. And blank means it was a Web application and so those filtering questions weren't provided, and you'll see, again, as I said, on a correction when there's been a reject.

Dependency overwrite of four. Homeless use determination. You'll see that. These are all part of when you import ISIRs into Release 1 or at any time, but when you import ISIRs you have a tab down at the bottom that says, ISIR Review, and that's where you'll see a lotta this stuff. Or if you go up here to say View NSLDS Data," that's where much of this will appear.

A new override value of four, and the little grids that you see underneath these are where you will encounter those throughout the software. So it could be in print, ISIR import, when you do a database update, if you wanted a query on that field, you can do it, or on that value, you can do that. And if you're doing exporting in and out of EDEExpress, you can select it as a value in file formats.

The next one that we're gonna discuss here is that valid value for

ISIR, DL sub, unsub PLUS is an MPN flag of E. Now that's a new value we've added which means inactive because there's endorser involved. And what that means is there was credit denial initially. The borrower went and got an endorser. The endorser was approved, and now we're overwriting it, and we're saying, "This MPN is good for this loan, but no other loan. It's inactive except for this particular loan." So you can disburse on that loan but no others because we don't wanna load an enforcer up with debt they didn't mean to have. We telling you about it here because it's gonna appear in the NSLDS data in the ISIR, so that's why it's listed here under Apps.

List piece ISIRs is nothing. The choice on the Print dialogue box didn't match what on the top of the printout, so I had 'em change it. I feel like I've accomplished something in my 30-year career here.

[Laughter]

Packaging, we didn't do much. We changed the cycle Reference 12 to 13, 12 and 13 Pell grants. Here, we're referring to the Pell payment disbursement school. Again, we'll have in Release 1, the old tables. Watch for the announcements telling you when the new tables are coming out. If I get 'em before March 28th, we'll try to get 'em in the Release 2. If I can't, then watch for announcement of a third release.

Direct Loan cycle references. This, again, change '12-'13 on loan period, begin date, and academic year begin date, you'll see have to occur on or before June 30th, 2013. But the loan period end date and academic year-end date have to appear on or after July 1 of 2012. So if that looks backwards to you, it's not. It's because we have about a 36-month window that can slide either direction, and so if you do this for a while, these numbers will become understandable to you.

In the DOB range will be changed now for this cycle from 1/1/1913, which means I sneak in there, and 12/31/2004. So if you were born anywhere in that range, then COD will accept these documents. Disbursement range, 6/21/2009 to 12/28/2016 for Direct Loans. And that changes every year. Those dates change every year. They're very close each year, but slightly off, depending on here they call.

The big deal this year is the enrollment school code. When you send data back and forth to COD, you're sending it in an XML

document. That's just a format for transmission. In that document, it has different what we call tags, and it identifies the data that you're sending. We've added a new tag called "Enrollment School Code," can that's what you'll see in the document yourself if you open it up. However, in EDEExpress, I don't have that much room, so we shortened the term to enroll OPE ID. Now you're gonna see enroll OPE ID ad nauseam, because we're gonna put it everywhere.

The regulations say that what you need to transmit to us enroll OPE ID for each anticipated and each actual disbursement. So in EDEExpress we're gonna make that automatic for you. You're gonna go into Setup. You're gonna set up the numbers. We'll show you those screens in a minute. And then each time you send something to COD, we'll pick that automatically and send it along with that disbursement. So let's run through that and I'll show you where they are.

For Direct Loan setup, we added a column and you can see it right there. It says Enrolled OPE ID. Can y'all see over here? Can you see that screen over there? Okay.

That's where it'll appear in the Direct Loan set up. Now the next screen we'll show you the disbursement grid and you'll see that we've added as a column down there in the grid itself. Now the other thing we wanted to show you here is that you know that when you're doing disbursements, you up the action type and it could be an actual disbursement or it could be an adjustment or it could be a date change. So we've had to add now that you can also adjust the enroll OPE ID. So that value there is E, so when you see the E, when you select E as the action that you're trying to take there, then other only field we'll present to you is the enroll OPE ID field for you to make a change to the enrollment OPE ID.

And to further illustrate what we're talking about there, on the next screen you'll see that we're trying to do an adjustment to a loan disbursement amount. So the action type is A, so, therefore, you don't need a date field and you don't need an OPE enrollment ID field. What you need is a dollar amount field, and that's what we present to you there.

Same thing if you just wanna change a date on the date of a disbursement, that's called a Q transaction. When you select Q, then what we'll present to you there is a date field. Dates are critical in loans because interest is accruing from those dates. And so when you start making judgments to amounts and dates, you

have to be specific in the loan module, where you don't need to be that specific in the Pell module.

Okay. The origination record report in DL, we have to add enrollment OPE ID, and so that's where you'll see it when it prints out. The next screen has some flags. These flags identify for you where you will run across the enrollment OPE ID in the Direct Loan module. Multiple entry, of course, importing loan data, ISIRs, and packaging. In the second flag, you'll see it under query. It's a value in query if you wanna query on one of those.

The other big change we had to make – I'm looking to see where I actually have my note to talk about that. Some of you may recall that right now, the software only allows us to associate one OPE ID with one Direct Loan code, one G code or E code. So we're gonna change software to allow you, for those of you who process for more than one campus, to be able to associate your G code with more than one OPE ID. That also may help folks who always trying to figure out in PEPs, whether to ask for federal school code, and whether to get a Direct Loan code for a sub-campus or an additional location and so on.

Okay. Let's talk about Direct Loan funding. Push cash is no longer an options. For those of you don't know what pushed cash was, that's where you would send in the disbursement record to COD and after COD accepts it, COD would notify G5 and G5 would push the cash to your federal bank account. That's no longer an option. The only options we have left are advance pay, Heighten Cash Monitoring 1, Heighten Cash Monitoring 2, and reimbursement. Which of those four do you wanna be in? Advance. 'Cause the other three mean something's going on at your campus and we're putting the greats on. If you're in one of those other categories there, you'll probably have some work to do for somebody, like reimbursement analyst or something.

All of then enrollment OPE ID, by the way, once you start putting that in, in this new year, each year then it'll be part of the prior year, the data that we pull forward, so you don't have to keep inputting it every year.

Miscellaneous items that we're changing. Right now, EDExpress allows you to do the additional unsub eligibility for health profession programs for any award year. So we're cutting that off – or for any college level, and we're cutting that off and just making it for Grade Level 6 and 7. There is a small, very narrow sliver of skills that may have a program in which an undergraduate

would qualify for certain types of programs, but it's so limited, we're gonna go ahead and cut this back to just Grade 6 and 7.

Disbursement profile code setup. Who all uses disbursement profile codes? Okay. Man, there's where you can save a lotta time. Use disbursement profile codes. Set 'em up in Setup. It's just an anticipated your academic year and start/end date, and your loan period start and end date, and some dates when you anticipate disbursing the funds. You're not tied to those. They're just placeholders until you actually check the box and say this is an actual disbursement. But that will save you a lot of time, and you can use the disbursement profile code in Direct Loan, in Pell, and in TEACH as well. So take a look at that if you're not using those, and see if they might be something that would speed up your processes. And if you're not sure how to do that, go out here to the PC lab and someone there will just sit down and walk you through it.

We do have a couple of experimental site initiatives going on, and if that occurs – if those go off as we expect them to, then in the disbursement profile code setup, I have edits in there that will stop you from setting disbursement dates that appear more than ten days before the loan period start date. However, in those experimental site initiatives, we're gonna allow some schools, like foreign schools to be able to disburse 30 days in advance, which means I'm gonna have to play with those edits a little bit.

The MPN value of E that I talked about, which means inactive because an endorser's involved, those are all the places that you are likely to see that value. Some of you run lots of reports, and so you may see that pop up in more than one place. But that's where you're likely to run across it.

All right. Let's talk about Pell, 12/13, again, disbursement ranges is 1/1, to 2012 to September 30, 2018. Don't let that 1/1 date fool you. Yes, EDEExpress would allow you to put in an disbursement of that date, but COD will reject it. They're not ready for it. Generally special, COD is ready when the new Pell tables come out. So as soon as you're notified that the new Pell tables are available, then shortly thereafter, COD would be ready to take your disbursements for Pell. The payment period date rate is the same as the enrollment period date range.

Always watch for those IFAP announcements and P-messages and whatever we send, because we'll alert you when the new Pell tables are ready. And, again, for Pell, enrollment school code or

enroll OPE ID is required on all disbursements. So in Pell setup, this is where you'll see that you add – it's encircled there in red. That's the new field we added for you to plug that in.

On the disbursement entry screen, you'll see the new column that we've added. Again, it's circled in red there. And then on the origination record report, that's where enroll OPE will appear for Pell grants. And then the three flags, of course, that show you where you're gonna run across enroll OPE ID in the software related to Pell.

Funding for Pell, we have dropped Just in Time and pushed cash as funding methods; therefore, advanced funding is the only – advance and then the HCM1, HCM2, and reimbursement are available for you. You may have noticed that in the DL portion or DL setup, we had text. In Pell setup, we have 'em numbered. And because we removed a couple now, the numbers jump from one to four. Don't let that throw you. It's just because we removed a couple from that list.

Advanced funding for Pell now, you are allowed to send in Pell records up to seven days in advance. We reduced that from the 30 days, and now DL and Pell both match.

Okay. We've tried to sanitize all the software and the help text and the user documentation of the term "GAPS," in favor of G5. Who can remember what the acronym was for the money was prior to GAPS? Does anybody remember? It's my all-time family, government acronym.

Audience: *[Inaudible comment]*

Bob Martin: Who said it? Say it again.

Audience: *[Inaudible comment]*

Bob Martin: No. Anybody remember? Pell Grant Recipient Financial Management System, PGRFMS. That's my favorite acronym. And now it's just G5. There's no character with G5. They oughta spruce that up a little bit. But, anyway, so anytime we – where we used to print GAPS or where we had GAPS, you'll see G5 in its place now.

All right. So we jump into TEACH module, the same thing, the same dates for enrollment date range, disbursement date range. And once again, enrollment school code is required. We've

always had OPE ID in TEACH setup. The only difference is, is we used the six-digit OPE ID. We've now expanded that to eight because most main campuses end in 00, for your OPE ID, and then any additional campuses usually go 01, 02, 03, like that. So we expanded that field to utilize the seventh and eighth bit there.

So here's the setup screen and the origination screen for Pell, and those circles show you where those are located. Anybody here do process TEACH grants? Okay, good. On the disbursement entry screen, you'll see the enroll OPE I'd column. And, once, again, it's in the origination record report that you're allowed to or able to print out. And once again, these are the areas where you'll likely encounter the enroll OPE ID throughout the software as it relates to TEACH.

Direct Loan Tools. We've had several sessions on Direct Loan Tools and we had some hands-on with Direct Loan Tools, DL Tools and EDEXpress work hand in hand. DL Tools allow you to take the school account statement that COD sends, and compare it to what you have in EDEXpress, or if you're not an EDEXpress school, you can create a temporary database and then bump the compare up against it. And we'll print out a report that will tell you where you're off. Either COD shows you to have disbursed less money than what your system says. And generally, it just produces a report that allows you to see the mismatches and then go in and fix the mismatches.

We emphasize reconciliation, but I've always told people you don't have to reconcile to the penny every month. Just know why you're not reconciling. It's usually due to timing. It's usually because you haven't sent something in you should have sent, or you drew down \$1 million yesterday, COD ran the report at midnight, and now they show you as sitting on \$1 million of unsubstantiated cash. It doesn't mean the cash is missing. It just means you haven't had time to send in a disbursement records. Because all reconciliation is, is drawdowns minus returns of funds, equals disbursements.

At the end of the year. You start at zero, at the end of the year, you end at zero. It's a cumulative process that works its way back down to where you're not sitting on any money that you shouldn't have, and you've disbursed all the money that you drew down. And it's as simple as that.

The SAS report that COD sends to you is used with the Direct Loan Tools software to help you reconcile. Do that monthly.

That's also how you verify to your auditors that you're doing something in regards to reconciliation.

Last year, we added the servicer's name to the SAS report. That's because heretofore, we only had a single servicer. Now we have several servicer. So we want people to know where their loans are.

Cash and disbursement reports were moved out of the import – what happened there is that as you imported the SAS, these reports were running in the background, but they were running so fast, you weren't being able to see 'em. Now we've moved that over to the print function so that you can actually print those reports out, because if you saw something there you wanted to look at, you had to do a reimport to be able to see report again. Now you don't have to do that. You can just print it.

We also added that icon last year. We used to do the compare in the Print dialogue box. Now we've added a Compare icon so you don't have to be in Print to do the compares.

A lady gave me a good idea this morning. I got it I'm my pocket. She asked me 'cause she processes for more than one school that has more than one Direct Loan code, and she would like a way for her to be able to select the different code to run the compare against the same database and she can't do it except to go all the way and the come back in, is she asked has a good idea. So we're gonna figure out whether we can put a dropdown box in there somewhere for her. We'll see. If we have the time and we have the money, we'll do that.

All references to GAPS have been renamed to G5 as well.

In DL Tools, future releases. These we had to have these slides ready for this conference back in October, so things have changed since we didn't that. A couple of changes here. We'll have to update the Pell table. We've talked about that. Interest rebate percentage of zero for all loans first disbursed on or after July 1, of 2012. We're not gonna change the software. What we're gonna do is we're gonna send out an electronic announcement in various forms and various ways and at very times to alert you that if you're going to originate loans for which there's a disbursement on or after July 1st of 2012, then there's no interest rebate percentage and you're gonna have to go in and identify those group of borrowers and apply a different formula to them, and that is you're gonna have to zero out the rebate percentage.

Now one of the ways I think we're probably gonna tell you to do it is maybe use disbursement profile code where there's a zero percentage and then maybe use that to apply to a particular set of loans. But we'll give you instructions on how to do that and how to stay outta trouble with it, okay? So watch for that.

The other is that subsidized loans are no longer available to graduate professional students as of July 1, 2012. What's critical there, the piece you need to remember is, is that the loan period begins on or after July 1, of 2012. If the loan period begins the day before, like June 30, you're okay. You can disburse those loans. But if they begin on or after July 1, then there's no longer subloans for graduate students.

One of the other changes we're gonna have to make for tools is because the rebuild file. Do you know what the rebuild file is? In DL Tools if you lose your database, COD can send what's called a rebuild file and you run it through DL Tools and it'll rebuild your EDEExpress database. But one of the problems with that rebuild file is they're not gonna have this new OPE enroll ID in there. So if you've lost your database and you've got kids clamoring for their money and, remember, you have to have an it in OPE enroll ID to be able to disburse anymore, what we're gonna do is when you bring in the rebuild file, we're gonna pick, we're gonna look and see what you've done in EDEExpress as far as set up, and see, you may have a list of four OPE IDs that you process for.

We will take only the highest one, which is probably 00, and we will apply that to all newly rebuilding disbursement records so that there is a valid OPE ID associated with that disbursement. That way you can go ahead and start disbursing immediately and get your records in to COD, and then go back later and if you need to correct where the OPE ID is for a particular disbursement.

The reason they're adding that in is because for servicing and for default reasons, we wanna know where that kid is on what campus. You may have a kid in this campus this semester, and this campus next semester, and wanna know where he was when he got that money.

A couple a things I wanna try to do this year if I have the time and the money, we're gonna remove the Pell grants funded disbursement report as a valid message class because it's no longer being sent. I'll modify those references to where in the software it still says CM1 instead of HCM1. And Sarah wants me to get rid of that and do it right, so I'm gonna try to do that for her.

You'll also window the ACG and the National Smart functionality is still in the software. Don't try to originate any of those awards. Won't work. But I'll try to get those outta there so you're not distracted by them.

I'm gonna remove the low tuition tables at some point. I'm gonna make some other modifications to some of the reports that we put out. I did modify Express last year to add a field for the new entrance and exist counseling coming out NSLDS rather than from Direct Loan Servicing Center System. But they weren't ready to send that file yet, so what I didn't do is make it so that when you import that entrance and exit counseling file, it automatically populates that date field. But I'm gonna fix that this year. So I think we're doing that in Release 2, actually, so that'll be done for you.

And then the SAS future data disbursements. Because you can send in a disbursement of COD seven days in advance of when it actually is gonna occur, if COD runs that SAS report, it may not have those future data disbursements in there, so you're gonna see some mismatches. So I'm gonna work out a way to alert you to the fact that you either have some or COD has some of these future data disbursements so that you're not sitting there trying to run through a bunch of mismatches that aren't really a problem. It's just it's a timing issue.

Okay. I can't refer you to any more sessions, because I think they're all done, although you can go see **Ginger's** sessions next, which is what? CPS process. This is Ginger **Clock** sitting up here in front. That's my boss. But we do have some documentation that we can refer you to. And, of course, the PC lab is still up and running. How late are you guys gonna run? Gonna run till 6:00 PM tonight. So if you have something you would like them to show you, please take advantage of that.

The user documentation. The desk reference, the cover letters, the installation guides, that's what we refer to as user documentation. Technical references, that's all out on FSAdownload. Take advantage of that. There's some good information in there. The online training you can find in IFAP. That's what we're using the for the hands-on sessions this year. I think they're good products and you can do it from anywhere. You can do it from home if you're so inclined.

There's support 800-330-5947. They're there for your help, so

take advantage of 'em.

The next slide, you'll see some e-mail addresses. If they're tough questions, send 'em to Sarah. If they're easy, you can send 'em to me. No, you can send us questions anytime. We'd love to help you. I hear from people every year that came to one of my sessions here at the conference and they e-mail questions all the time, and that's fine. If I can't answer it, we'll find an answer.

We have time to take some questions. Otherwise, if you have no questions, thanks for showing up today. Yes, ma'am.

Audience: *[Inaudible comment]*

Bob Martin: You know what? Usually we're in the small room and it doesn't matter. I can hear you. But big room like this –

Audience: Okay. First of all, I do appreciate the change that you guys made with the Social Security being on the top of the bar now and you can go file to file without having to close out. So that was good, and I appreciate that. But real quick, Sarah, you mentioned that the first disbursement box is not on the '11-'12 software. Is that taken out of COD, too? Did they take that outta there when you go to originate? Yes? Okay.

And then the other thing is my auditor is asking a lot for Pell disbursements by date range, and I'll go in to try and print it off by date range, and I can't. I always have to go in and print all the disbursements and then just like mark out whichever ones weren't in that. Do you know the report that I'm referring to? Just the Pell actual disbursements list doesn't have a date range.

Bob Martin: Don't have a date range for Pell? I'm not sure what report you're trying to run. Have you used queries? Have you tried to query?

Audience: I just go into the Print option and then over under the Pell tab scroll down for multiple ones where it says actual disbursements, Pell actual disbursement list I think is where it is. And then you've got your names, but it doesn't have a date range.

Bob Martin: All right. Then click on that box that says Selection Criteria, and go in there and look down at the list of valid values for the queries, and date range may be one of 'em. I think there may be a parameter query in there, isn't there, for _____ –

[Crosstalk]

Audience: It seems very common, so maybe I haven't found it.

Bob Martin: Yeah, I didn't meant – I meant predefined.

Audience: Okay.

Bob Martin: Yeah. You know what? Stop by the PC lab and ask someone to show you how to print that report.

Audience: Okay. Age.

Bob Martin: Yeah, they'll show you how to do it.

Audience: Thanks.

Audience: I have a quick question. I'm with the graduate professional school, and we do a lot of where students are with the Graduate PLUS loan, and I find that sometimes there's like a disconnect with the credit override file unless we give the students specific loan ID numbers in order to be ensured that the actual CO file and the actual data with that actual record links together. Do you have any recommendations or alternatives that you would probably suggest that we could probably – I don't know, make it easier for our graduate students those that require, basically, and endorser, the endorser addendums; that's what this is.

Bob Martin: Well, there's an application ID associated with that loan. So even when the endorser goes in at studentloans.gov and does what they have to do, that application ID is associated with that loan, that denied loan, because the endorser has to indicate for whom he's endorsing a loan. So the CRCO that you're getting should have that application ID in there to keep it from importing into the wrong loan.

Audience: Right. If I provide the student with the loan ID number. But sometimes the problem with it is, is the timing is off. They're antsy, in a hurry. Just go ahead and do it without being provided a loan ID, the endorser will go ahead and complete and addendum. So then there's multiple addendums I guess in addendum sky as we call it. Sometimes they link; sometimes they don't. And then I'm forced to inactivate an actual loan and recreate another record. Sometimes what happens is, is you have that 90-day window of approval, and when you create another loan, sometimes we had a situation where an endorser was actually once approved, but we

could never get that actual addendum to link. And then when I created the additional loan, the endorser wasn't approved.

Bob Martin: I wish I had an answer for you on that. It seems to me maybe you need to look at your process a little bit. Maybe if – yeah, it doesn't make sense to me for an endorser to go out there and doing anything and not know for which loan they're trying to endorse. And I don't work with studentloans.gov, so I don't even know what that website looks like, so I don't know what's there. But I do know that when we they were building that, I said, "We have to have a way to identify an endorsed loan. And the best way I can think of is through the previous application ID." So that's what they build into it. So we get that. You get that with that loan.

So you may have to – do you have a lot of these students that are falling to this –

Audience: Last year, compared to this year, it's been significantly much better this year versus initially when the transition from FFEL to DL. But I'll say at least a couple dozen a semester.

Bob Martin: Well, maybe what you should do is when the CRCO file comes in, open it before import it. Open it and take a look and see what students you got in there, and then take a look at their loan records and see what status they're in at that point. Because you may wanna wait. There may be something else coming that you would want to import prior to the CRCO.

Audience: Okay.

Bob Martin: The CRCO is the credit override.

Audience: Right, correct. And then with that, sometimes I do take a look and I usually typically utilize Note Pad or Word Pad, depending on how large the file is. But when you have other records that are all within the CO file, most time the CRCO files is just not an individual approval. It's multiple records within the actual file. How am I able to – if I only need one and there are ten records within this one file, and I try not to get in to manipulating a data file and then you get into trouble. But sometimes it actually works when I actually do alter the file in Word Pad.

Bob Martin: Yeah. I don't have an answer for you. What I would suggest that you do is one of two things. Stop by the PC lab folks out here and explain to one of them what's happening to you, and ask them if they have any thoughts. If you don't have time to do that, send me

an e-mail and then I'll find somebody that can answer that and figure out what's going on. If I don't, then we'll have somebody call you back at your campus and the maybe we can figure out from there what's going on.

Audience: That would be great. Thank you. I normally work with Doug _____ and they're fabulous, so I was hoping to see 'em to just shake their hand and say, "Thank you."

Bob Martin: Well, that's Doug.

Audience: Oh, okay. Doug. Okay. All right. Thanks.

Bob Martin: All right. Yes, sir.

Audience: Couple a quick questions. Number one, is there any chance to add a year-to-date processed report for direct lending the same way you have for Pell? We have an actual disbursement report, but it's really thick and it breaks down every disbursement. There's no total at the end, so it's really not that useful.

Bob Martin: You can get something. Are you talking about to pull out EDEExpress?

Audience: Out of EDEExpress.

Bob Martin: But you're SAS file is a year-to-date – you should be asking for the year-to-date file.

Audience: For the SAS file, we only get them monthly.

Bob Martin: Bet your pardon?

Audience: The SAS file, we get them monthly.

Bob Martin: You get that monthly, but you go on COD online and you tell 'em that each month, I want the year-to-date file. And that becomes a huge file if you're from a big school, but it has everything in there that COD has.

Audience: Okay. When I've called in the past, they told us that there was nothing that we could have _____ to do that, and we had to request the report from COD itself

Bob Martin: Well, you can go in and run a report in EDEExpress that will pull a list of every loan you got in your database.

Audience: Well, you know how the Pell disbursement year-to-date report looks where it's all the disbursements. It gives you the total amount at the end and at the bottom, and it's only just _____ –

[Crosstalk]

Bob Martin: Oh, I see what you mean. You don't want 'em listed out like that.

Audience: Just –

[Crosstalk]

– like 300 pages and it's just not –

Bob Martin: We'll take that under consideration. I don't know of any other way to do it. Do you?

Audience: So if we requested a SAS, we can request a SAS file year-to-date, and it'll break it down the same exact way the year-to-date Pell?

Bob Martin: Exactly. You don't have to print it out. Just go to the last page where the total are.

Audience: With every student and every record?

Bob Martin: Well, no. It'll have it in there, but you don't have to print it out. Just go to the last page when you import it and print out the total. If that's what you're looking for is the totals. If you're looking for each one, then you've gotta print it out, I guess.

Audience: Well, total and each individual student. I wanted one report to combine it. But –

[Crosstalk]

Bob Martin: – you what a Pell list that doesn't have individual –

Audience: No, not Pell, direct lending. Pell, we have. It's a year-to-date process report for Pell.

[Crosstalk]

Bob Martin: Yeah. Well, list loans and I understand the problem that you're pointing out. List loans has too much information for you in there.

So we'll take a look and maybe we can produce a one-line-per-loan kind of list.

Audience: Okay. Another quick question. Sometimes we would – we're a clock hour school, and sometimes we have students who apply for funds late and they'll coming probably a couple weeks before they graduate and wanna make sure we get the funds disbursed and approved in time. So we'll go into COD and actually do the disbursement there, and we would import the record into that Express. And if we do with that multiple students, it'll give us multiple records even if we do it on the same day. Is there any way to combine that into one report as opposed to separate records each individual report we'd have to run –?

Bob Martin: Okay. First of all, you're originating in EDEExpress, right?

Audience: We originate in EDEExpress for the most part.

Bob Martin: But you can originate online at COD, but if you do that you have nothing to match that up with in your EDEExpress data.

Audience: Well, we have to import the record afterwards. They send it to our mailbox, and that's what we do, just to make sure that we have it on our EDEExpress.

Bob Martin: What we tell people to do is originate first in EDEExpress. Then if you need to do some other work, judgments, or disbursements online, do that because, see, that generates a Web-based response back to you that you can import into EDEExpress and update your EDEExpress database. But what he's saying is if he goes up there and does ten, he's gonna get ten WB files back. Is that what you're telling me?

Audience: Yes.

Bob Martin: That's not anything I can control. That's a COD system function. I can mention it to some of my close friends in COD, and say, "Why don't you guys fix this?" or something, but whether they'll do it or not, I can't tell you.

Audience: All right. Thank you.

Bob Martin: I wish I could. Yeah, I've had request for that over the years. "Well, how can I combine ISIR so I can just do one import?" Yeah, and it's hard to do. It's probably not impossible to do those

kinds of things, but they are expensive sometimes. Anybody else?
Yes, ma'am.

Audience: *[Inaudible comment]*

Bob Martin: If NSLDS would spit that information out, then I would bring it in for you, but I'm a slave to what they're sending me. But you know what? Put that on your evaluation. Make that suggestion. That'll make its way to NSLDS and who knows? Seems like a simple fix. Okay. I'm getting the high sign I have ten minutes. Do we have ten minutes worth of questions here? If not, I'm done. Thanks for showing up.

[Applause]

You're too kind.