

COD Processing Update

May 21, 2004

Direct Loan

COD News

Weekly Electronic Master Promissory Note Web Site Outage (05/20/04)

The Direct Loan Electronic Master Promissory Note (E-MPN) web site, <http://dlenote.ed.gov/>, is unavailable *every Sunday* morning from 5 AM until 11 AM eastern time and *every Monday* morning from 12 AM until 7 AM eastern time while routine maintenance is performed. During these weekly maintenance periods, borrowers are not able to complete a new MPN electronically or retrieve an existing MPN that was completed electronically. COD apologizes for any inconvenience this may cause.

Borrowers with questions about the E-MPN web site may contact Applicant Services at 800/557-7394. Schools with questions about the E-MPN web site may contact the COD School Relations Center.

Enhanced COD School Monitoring Process To Begin May 24, 2004 (05/20/04)

To improve the service that COD provides to schools, COD has enhanced the way that the COD School Relations Center notifies a school of the results of its proactive disbursement monitoring process. Previously, the COD School Relations Center sent multiple e-mails a school at various intervals. Based on feedback from schools, the new process incorporates all of a school's monitoring process results for both the Pell Grant and Direct Loan programs into one password-protected e-mail that includes student/borrower-specific information.

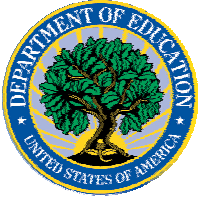
COD will begin the new monitoring process on Monday, May 24, 2004. Further details about the new process have been posted to the IFAP web site at <http://www.ifap.ed.gov/eannouncements/0519EnhancedCODSchoolMon.html/>.

IFAP Subscription Reminder (05/19/04)

As a reminder, COD encourages you to become an IFAP subscriber. IFAP subscribers can choose to receive a weekly or 48-hour e-mail informing them when publications have been posted to IFAP. The weekly e-mail provides you with all of the items posted to the IFAP web site within the last week. The 48-hour e-mail provides you with the latest postings and allows you to customize the list so that you are notified only of those programs or topics in which you are interested (including the latest postings to the FSA Schools Portal Calendar, www.fsa4schools.ed.gov/)

In order to subscribe to IFAP:

- 1) Go to the IFAP web site, www.ifap.ed.gov/.
- 2) Click on the *Member Services* link, located in the blue bar on the bottom left side of the IFAP web site. The next screen will display Username and Password fields.



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3) Click on the *Click Here to Register* link located under the Login button. This brings you to the *IFAP User Registration* screen.

4) On the *IFAP User Registration* screen, enter your information into the required fields. Click on the Submit Registration tab at the bottom of the IFAP Registration screen.

Within 3 business days of registering, you will receive an e-mail that contains your username and a password. When you first log in as a subscriber, you will be prompted to change your password.

Upon registration, you will automatically receive the weekly notification. You can customize your notification by going back to the *Member Services* area of the IFAP web site and selecting the *Subscription Options* link to customize your subscription.

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Current Issues

Mixed Person Records In COD (03/02/04 [Updated 05/20/04])

As you are aware, the COD System is based on the establishment of a person record and contains person records established as early as 1999-2000. COD has discovered that primarily due to inaccurate SSNs that have entered the COD System, approximately 300 records (out of approximately 14 million person records in the COD System) have mixed with other COD records. Since PLUS borrowers are not matched with CPS, the majority of the people affected by this issue are PLUS borrowers. COD has a dedicated team working to resolve the small number of records that have been mixed. COD would like to assure you that if your data has been affected by this rare problem it is not lost in the COD System and it will be corrected.

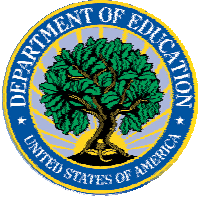
Specifically, COD has identified two scenarios related to this issue. In the first scenario, one person appears twice within the COD System, with different awards under each profile. In the second scenario, two persons have the same SSN in the COD System with mixed profiles and awards. These problems usually occur when incorrect SSNs are submitted to COD and are compounded when the incorrect SSN matches another person's correct SSN.

COD continues to work on further detailed instructions that will assist you in avoiding these scenarios and, if necessary, in correcting them. If you have any questions, please contact the COD School Relations Center.

COD Cash Activity Screen Inaccurate [02/19/04 (Updated 05/18/04)]

Previously, COD identified an issue where the COD web site's Cash Activity screen was not always displaying every drawdown that was reflected in the GAPS Activity Report. On April 5, 2004, COD resolved the issue, and the Cash Activity screen now reflects the correct drawdowns.

Additionally, COD previously discovered that other cash activities, such as Refunds of Cash and Disbursement Adjustments, were not displaying on the Cash Activity screen. The COD



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development team is working on a cleanup that will allow the Refunds of Cash and Disbursement Adjustments to display on the Cash Activity screen. Updates will be provided as more information becomes available.

Prior Award Year Promissory Notes Not In COD [03/23/04 (Updated 05/17/04)]

When performing system reconciliation of the COD System, the Direct Loan Imaging System, and the Direct Loan Servicing System (DLSS), COD found that approximately 4,000 promissory notes were not migrated into the COD System. COD, DLSS, and the Imaging Center are working on the cleanup to transfer the remaining notes to COD. COD anticipates the cleanup will be completed by late Summer 2004.

Loans With Pending First Disbursement Failing To Book [03/23/04 (Updated 05/17/04)]

COD has identified an issue with booking notifications. For Direct Loan awards that have a pending first disbursement, and also have an actual 2nd, 3rd, 4th, or 5th disbursement, the award is failing to book. As a result, a booked date does not appear in COD, a booking notification is not generated, and the award is not being passed on to the Direct Loan Servicing System.

COD is continuing to analyze the issue. Updates will be provided as they become available.

MPN Status Inaccurate On COD Web Site [10/30/03 (Updated 05/17/04)]

For the 2002-2003 and 2003-2004 Award Years, the COD web site is displaying an MPN Status of Active for MPNs that have expired when it should display as Inactive. Currently, COD believes this is only a display issue and does not impact data processing. Resources have focused on more critical issues. COD appreciates your patience and will provide updates as more information becomes available.

COD Issues From 2004-2005 System Implementation [03/17/04 (Updated 05/17/04)]

COD has discovered the following system issues related to the 2004-2005 system implementation that occurred the weekend of March 12-14, 2004.

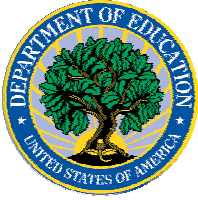
- When performing an MPN Search using only the last name, not all of the results display on the web screen. Until this issue is resolved, users are encouraged to perform an MPN search using both the first and last names.
- When performing an MPN Search, the Academic Year start and end dates display for multi-year MPNs. The Academic Year dates should display only for single-year MPNs.
- When viewing the Direct Loan Disbursement list screen, the fee field displays as a negative number instead of a positive number for records in an active status.

The COD development team is developing the code fix for these issues. COD will provide further details once more information is available.

Direct Loan School Account Statement (SAS) Report Issues [02/03/04 (Updated 05/17/04)]

Previously, COD notified schools of two issues that affect the SAS report. The issues are described below. Note that these issues are not affecting every school, so review your SAS carefully.

- 1) In the past, two schools reported that disbursements were appearing multiple times on the SAS report under the same sequence number. COD has determined that these issues



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were connected to specific system cleanup activities for a different issue. On May 11, 2004, COD migrated a code fix that resolved this issue.

- 2) In some cases, the booked date was not listed for a disbursement when the loan booked date was populated. This resulted in disbursement transactions appearing as unbooked when they are really booked.

The COD 3.0 release included a code change that should have corrected this issue. We are verifying if the code is working properly.

COD understands that the remaining issue may impact your ability to use the SAS; however, you still need to use this report to the best of your ability for reconciliation and substantiation. If you have any questions about your SAS report or reconciliation, contact the COD School Relations Center.

Inactive MPN Not Viewable On COD Web Site [02/17/04 (Updated 05/14/04)]

The status of an MPN changes to Inactive when the MPN expires, the MPN is a Single-Loan MPN, or COD is notified by the Direct Loan Servicing System that a borrower is deceased. (Previously, COD also changed the MPN status to Inactive when a borrower filed for bankruptcy, but this no longer occurs, as described in Direct Loan Bulletin 04-14. See the next issue below also.)

COD has determined that when a Person Award search is performed on the COD web site the MPN is not viewable; however, it should display as Inactive. This is a COD web site display issue only, and the loans are being inactivated correctly. Because this issue is not affecting critical areas it has been given a lower priority. COD will continue to monitor this issue and will provide updates as progress is made.

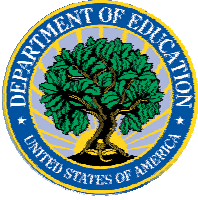
COD Edit 089 Rejecting Incorrectly [10/30/03 (Updated 05/14/04)]

Previously, COD discovered the following two issues involving COD Edit 089 (Invalid Disbursement Due To Pending Bankruptcy):

- The first issue affected borrowers who had filed for bankruptcy. The schools had obtained a new promissory note and sent in an origination for a new loan (which was accepted). However, when the school attempted to send in a disbursement record (dated after the pending discharge date) it rejected for COD Edit 089.
- The second issue occurred when schools attempted to zero an existing award and disbursement after a borrower filed for bankruptcy (prior to obtaining a new promissory note). When the schools attempted to zero the disbursement they received COD Edit 089.

Effective, May 3, 2004, the operational procedures related to a borrower's pending bankruptcy changed. As a result schools will no longer receive COD Edit 089. Refer to Direct Loan Bulletin 04-14, <http://www.ifap.ed.gov/dlbulletins/DLB0414.html>, for detailed information.

COD is developing a plan for resolving outstanding issues associated with all MPNs, loans, and disbursements that were affected by the previous operational procedures related to pending bankruptcies. This means that the inactivation and flagging of MPNs affected by pending



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bankruptcies will be reversed to allow previously rejected disbursements to be accepted. COD expects to implement this plan in the very near future. If you have an outstanding issue, please wait for COD to notify you in subsequent Direct Loan Bulletins and COD Processing Updates when you may resubmit previously rejected disbursements.

COD Edit 116 Not Working Correctly [01/06/04 (Updated 05/13/04)]

COD has found that COD Edit 116 (SSN, Date of Birth and/or Last Name have not been updated in the COD System) is not working properly. This edit is a warning that is returned when changes to the Student Identifier information are submitted and the reported CPS Transaction Number and Award Year combination is not greater than the combination that currently exists in COD.

Because this edit is not working correctly schools are unable to submit new 2003-2004 originations or make online changes when previous award year information is different for a student in COD. Testing a solution is underway, and COD anticipates that the testing will be completed by the end of May. COD will provide updates after testing has been completed.

Duplicate Disbursement Information In COD (05/06/04 [Updated 05/11/04])

COD has learned that duplicate disbursement numbers are displaying incorrectly on the COD web site's Award Disbursements Information screen. On this screen under the Disbursement Number column, duplicate disbursement numbers are appearing twice. However, when viewing the Disbursement Information screen, each disbursement displays a different status (Pending or Disbursed). COD is analyzing the issue and will provide updates as they become available.

Duplicate Drawdown Amounts In COD (04/28/04 [Updated 05/11/04])

COD has discovered that there are duplicate records of drawdown amounts dated from the week of March 15, 2004 on the COD database. These amounts will appear on the COD web site's Cash Activity screen and on various summary screens and financial reports. This issue affects approximately 166 schools. The COD development team continues to analyze the issue, and updates will be provided as they become available.

Issue With Credit Checks Submitted Via Batch [04/15/04 (Updated 05/11/04)]

COD was experiencing an issue where credit checks were not being performed as they should have been upon receipt of Direct PLUS Loan records submitted via the batch process. In these cases, the COD System was returning an accepted Response/Acknowledgement with a Pended credit status to schools.

The COD development team has determined that this error is due to an interface error between COD and the Credit Agency. The interface error has been resolved and should not occur going forward.

A cleanup plan for the affected Direct PLUS Loan records has been created. COD will continue to provide updates as progress is made. In the meantime, if your school is in immediate need of a loan that was impacted by this issue, you have the option of zeroing the loan in your school's system containing the pended credit check and then re-originating a new Direct PLUS Loan with a different sequence number in the award ID. The new loan will be processed timely, and a correct credit decision will be returned to your school.



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Changes To Award And Disbursement Amounts Not Processed Correctly [11/05/03 (Updated 05/06/04)]

COD had an issue where schools were attempting to reduce/zero an award with a pending or actual disbursement and while the award amounts were reduced the disbursements were still showing an amount in COD. This caused the pending disbursements to appear on the school's pending disbursement list. Additionally, schools may have had a reject for COD Edits 041 (Changed Award Amount is Less Than Total Disbursements) and 067 (Incorrect Disbursement Amount).

COD implemented a code fix in early January to allow award and disbursement changes to be processed correctly. However, after further research it was determined that the code fix is not working correctly. As a result, a new code change was implemented COD is researching a cleanup plan for the affected records. COD will provide updates as they become available.

Issue Resolving COD Edit 025 (05/05/04)

Schools have reported to COD that they are experiencing an issue when correcting a record that has rejected for COD Edit 025 (Duplicate Match On CPS). Records that reject for COD Edit 025 can only be corrected on the COD web site by selecting the correct CPS match from a list on the CPS Report Selection screen. Detailed instructions for resolving this edit via the COD web site are available on IFAP at:

<http://www.ifap.ed.gov/eannouncements/0320UpdatedCODEdit025Proc.html>.

However, in some instances the COD web site is returning only one match or none at all. This may prevent schools from correcting the records in COD as described above. The COD development team has identified the root cause and is working on implementing the code fix. COD will provide updates as soon as they become available.

Disbursements Not Displaying On COD Web Site [12/11/03 (Updated 05/05/04)]

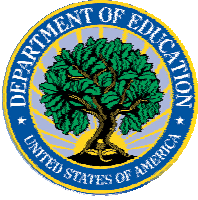
COD has identified an issue where disbursements/adjustments are being processed in COD, but are not appearing on the Disbursement List screen. However, the accepted disbursements are appearing on the Batch screen and being acknowledged correctly to schools. Also in some cases, sequence numbers for the disbursements are not appearing on the History screen.

COD has determined the cause of the problem. The data was not populated in the COD database correctly when the disbursements/adjustments were processed, resulting in the disbursements not appearing on the web site. COD has identified two different code fixes and cleanups that need to take place to resolve the problem.

The first code fix has been migrated, and COD is in the process of cleaning up the affected records. COD is still testing the second code fix and will notify schools when testing has been completed. In the meantime, please be patient and do not resubmit the disbursements/adjustments for processing; these transactions have already been acknowledged back to schools.

Student Name And Date Of Birth Not Updated In COD (05/03/04)

COD has identified an issue where new 2003-2004 and 2004-2005 origination records are accepted in COD, however, the student's Name and Date of Birth (DOB) updates submitted by the school are not displaying on the COD web site's Person Information screen. The COD web



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site is reflecting the Name and DOB from the previous award year. Additionally, in some cases, changes to Name and DOB for previously accepted origination records are not displaying on the Person Information screen as well. COD is researching the root cause of this issue, and will provide updates as they become available.

Direct Loan Rebuild File [03/12/04 (Updated 04/27/04)]

Previously, COD reported that it was researching an incorrect data issue with the Direct Loan Rebuild file. COD has now discovered additional issues with the Direct Loan Rebuild file and has decided to hold the production of the file until the issues are resolved. COD has disabled the ability to request Direct Loan Rebuild files on the COD web site until further notice. COD would like to apologize for any inconvenience this may cause schools. COD will provide updates as they become available.

COD Web Site Response Time [03/19/04 (Updated 04/22/04)]

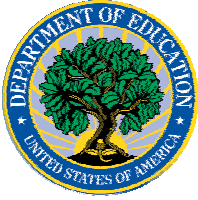
COD has learned that COD web site users are experiencing poor response time and receiving log errors when performing searches between the hours of approximately 11:00 AM and 2:00 PM eastern time.

COD has identified several potential causes of the issue and is in the process of evaluating the causes. COD ask users to continue to be patient. In the meantime, please continue to e-mail screen shots of any error messages received while performing a search to the COD School Relations Center at CODSupport@acs-inc.com.

Direct Loan Servicing And COD System Interface Issues (03/25/04)

COD transmits a daily file to the Direct Loan Servicing System (DLSS) updating DLSS with Direct Loan booking information. Sometimes, not all of the information is processed correctly due to systematic rejects and interface issues between the systems. When this occurs, COD reviews the rejects and processes them accordingly. Additionally, COD implements code fixes and cleanups of incorrect data when necessary.

In some cases, the processing of rejected records and the related code fixes can take several weeks to complete. COD understand that it causes confusion when data does not match between the systems and work to resolve any discrepancies as quickly as possible.



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Pell Grants

COD News

Enhanced COD School Monitoring Process To Begin May 24, 2004 (05/20/04)

To improve the service that COD provides to schools, COD has enhanced the way that the COD School Relations Center notifies a school of the results of its proactive disbursement monitoring process. Previously, the COD School Relations Center sent multiple e-mails to a school at various intervals. Based on feedback from schools, the new process incorporates all of a school's monitoring process results for both the Pell Grant and Direct Loan programs into one password-protected e-mail that includes student/borrower-specific information.

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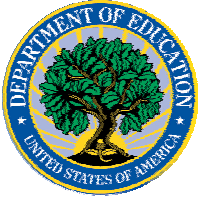
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Delay In Administrative Cost Allowance For The 2003-2004 Award Year (05/18/04)

A number of schools have asked when the first Pell Grant Administrative Cost Allowance (ACA) payments for the 2003-2004 Award Year will be sent to schools. As explained in the COD Processing Update item entitled "COD Financial Screens Incorrect On COD Web Site", the Total Unduplicated Recipients figure is incorrect. This issue impacts COD's ability to calculate accurate ACA payment amounts.

COD is working to resolve this issue and anticipates that ACA payments will be sent to schools in early June 2004. COD apologizes for any inconvenience this delay causes for schools and thanks schools for their patience.

Federal Pell Grant 2004-2005 Initial Authorization For Advanced Funding Schools (05/17/04)

COD has processed the Federal Pell Grant Initial Authorization for the 2004-2005 Award Year, for schools receiving Federal Pell Grant funds under the advanced funding method. A school's Initial Authorization, known in the COD System as Current Funding Level (CFL), was determined based on a percentage of the disbursement data submitted and accepted during the 2003-2004 Award Year. Shortly, COD will generate an Electronic Statement of Account (ESOA) listing the amount of the school's Initial CFL for the 2004-2005 Award Year and send it to the school's SAIG mailbox in the message class PGAS05OP.

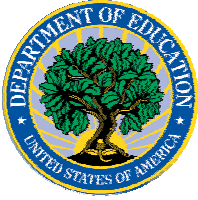
Note: Schools participating in the Just-in-Time pilot and schools on Reimbursement, Heightened Cash Monitoring 1 (HCM1), or Heightened Cash Monitoring 2 (HCM2) have not received an Initial CFL. These schools are eligible for a CFL once actual disbursements have been accepted and posted. A new ESOA is sent to a school each time it's CFL amount changes.

For further details, see the Electronic Announcement that has been posted to the IFAP web site at <http://www.ifap.ed.gov/eannouncements/0517InitAuthAdvFundingSchools0405.html>. If you have any questions about your school's Initial Authorization, contact the COD School Relations Center.

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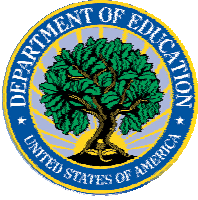
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COD Edit 115 Not Working Correctly [04/06/04 Updated (05/06/04)]

COD has identified an issue where COD Edit 115 (Student Referred to DCS but repayment schedule not established, no further disbursements can be accepted for this student for this award year) is being returned incorrectly to schools that attempt to increase/decrease an actual disbursement (DRI=True) for a student that has been referred to DCS for collection of a Pell Grant overpayment.

Additionally, the Pell Grant referral amount and payment amount collected are not being updated correctly in the Pell Collection Referral Amount and Pell Collection Amount Collected fields on the COD web site's Award Detail Information screen. The COD development team is researching the code fix for these issues, and COD will provide updates as they become available.



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Issue Resolving COD Edit 025 (05/05/04)

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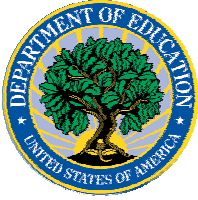
Student Name And Date Of Birth Not Updated In COD (05/03/04)

COD has identified an issue where new 2003-2004 and 2004-2005 origination records are accepted in COD, however, the student's Name and Date of Birth (DOB) updates submitted by the school are not displaying on the COD web site's Person Information screen. The COD web site is reflecting the Name and DOB from the previous award year. Additionally, in some cases, changes to Name and DOB for previously accepted origination records are not displaying on the Person Information screen as well. COD is researching the root cause of this issue, and COD will provide updates as they become available.

COD Web Site Response Time [03/19/04 (Updated 04/22/04)]

COD has learned that COD web site users are experiencing poor response time and receiving log errors when performing searches between the hours of approximately 11:00 AM and 2:00 PM eastern time.

COD has identified several potential causes of the issue and is in the process of evaluating the causes. COD ask users to continue to be patient. In the meantime, please continue to e-mail



COD Processing Update

screen shots of any error messages received while performing a search to the COD School Relations Center at CODSupport@acs-inc.com.

COD Financial Screens Incorrect On COD Web Site [05/05/03 (Updated 03/19/04)]

As previously reported, the COD web site financial screens are displaying incorrect information. The “Summary Financial Info” screen is not displaying correct figures in the fields of “Disbursement Amount”, “Disbursement Adjustment Amount” and “Ending Cash Balance”.

Additionally, COD has found the Total Unduplicated Recipients field on the “Funding Information” screen is not displaying the correct figure. Schools can refer to the “Yearly Totals” screen to view the correct figure for the Total Unduplicated Recipients.

COD is working to resolve these discrepancies. In the meantime, schools should refer to the “Funding Information Screen” for correct figures (with the exception of the Total Unduplicated Recipients). COD is asking schools to be patient regarding progress on this issue. Resources are focused on other items at this time, so progress will continue to be slow. If you have any questions regarding your funding in the meantime, please contact the COD School Relations Center.