Common Origination and Disbursement

COD Processing Update

May 28, 2004

Direct Loan

COD News

Direct Loan Bulletin 04-16 Released (05/26/04)
Direct Loan Bulletin 04-16 was released to schools from the COD School Relations Center on
May 25, 2004, and is available on the IFAP web site at
http://www.ifap.ed.gov/dlbulletins/DLB0416.html. Direct Loan schools should continue to
follow current procedures and submit all requests for approval to make late disbursements of
Direct Loan funds after the 120-day period through the COD School Relations Center.

If you would like to be added to or removed from the distribution list, please submit an e-mail to
CODSupport@acs-inc.com, with the subject line of "DLB Distribution List".
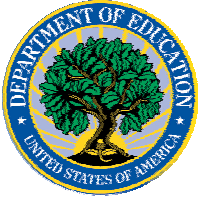
COD Holiday Schedule For May 31, 2004 (05/25/04)
The COD School Relations Center will be closed on Monday, May 31, 2004 in observance of
Memorial Day. The COD System will accept and process data from schools and send back
responses/acknowledgments on Monday, May 31, 2004. However, requests for changes in
funding levels and for funds will not be processed until Tuesday, June 1, 2004. Further
information regarding Memorial Day processing and customer service hours for COD and other
FSA/ED call centers is available in an Electronic Announcement on the IFAP web site at
http://www.ifap.ed.gov/eannouncements/0519ClosingsMemorialday04.html/.

Reminder: Unlocking And Resetting Passwords For COD Web Site Users (05/25/04)
COD would like to remind COD web site users that Security Administrators (COD web site User
Level 5) are able to unlock and reset passwords for the users (User Level 1-4) they established at
their institution. However, if the Security Administrator needs to be unlocked, he or she must
contact the COD School Relations Center.

In order to unlock users, a Security Administrator should log in to the COD web site,
www.cod.ed.gov, and follow the steps below:

Step 1: From the Welcome to Common Origination & Disbursement Web Site screen, click on
the User tab on the blue top bar. The User Search screen displays.
Step 2: Enter the search criteria for the user and click on the submit button at the bottom of the
User Search screen. The Search Results screen displays and lists users that match the
search criteria.
Step 3: On the Search Results screen, select the name of the user that needs to be unlocked. The
User Information screen displays.
Step 4: Click on the Modify button at the bottom of the User Information screen. The Update
User Profile screen displays.

Step 5: The Locked Out box on the Update User Profile screen contains a checkmark. Click on the Locked Out box to remove the checkmark.
Step 6: Enter a new temporary password in the New Password field. Then re-enter the new password in the Re-enter New Password field.
Step 7: Click on the submit button at the bottom of the Update User Profile screen. The Update Your Profile screen displays.
Step 8: On the Update Your Profile screen, click on the Submit button to confirm the updates made to the user's profile.

Schools can refer to the Electronic Announcement on the IFAP web site, http://www.ifap.ed.gov/eannouncements/0422CODWebsiteAccessSchools.html, for information regarding COD web site access. Third party servicers can refer to the Electronic Announcement on the IFAP web site at http://ifap.ed.gov/eannouncements/0422CODWebSiteAcce3rdPartyServ.html.

Resolved Issues

Issue Resolving COD Edit 025 [05/05/04(Updated 05/28/04)]
Previously, schools reported to COD that they were experiencing an issue when attempting to correct a record that 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 was returning only one match or none at all. This prevented schools from correcting the records in COD as described above. On May 25, 2004 COD completed the first phase in correcting this problem by migrating a code fix to correct Direct Loan records. Next, the code fix will be migrated to correct Pell records. COD will provide more information on when the code fix for Pell records will be migrated as soon as it becomes available.

Current Issues

2004-2005 Origination Records Rejecting For COD Edit 117 (05/28/04)
COD Edit 117 (Disbursement information is incomplete or rejected. Direct Loan award is not accepted) is returned to schools when a 2004-2005 Direct Loan origination record (DRI=F) is submitted with one of the following conditions:

- The sum of the disbursement amounts is *not* equal to the Award Amount submitted;
- A school that is eligible for a single disbursement submits a single disbursement less than the award amount;
- One or more of the disbursements on the origination are rejected; or
- A school that is not eligible for a single disbursement submits a single disbursement greater than, less than, or equal to the Award Amount.
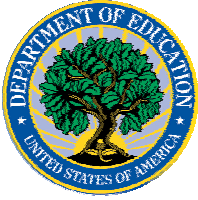
COD Processing Update

COD has discovered that some 2004-2005 origination records are hitting this edit incorrectly when the sum of the disbursements *is* equal to the award amount submitted. The COD development team is researching the cause of this issue and will provide updates as more information becomes available.

Duplicate Drawdown Amounts In COD (04/28/04 [Updated 05/27/04])
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 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 has determined that this issue was caused by an interface error between the Grant Administrative and Payment System (GAPS) and COD. COD is cleaning up the affected records and will notify schools when this is complete.

Direct Loan Rebuild File [03/12/04 (Updated 05/26/04)]
Previously, COD reported that it was researching several issues related to incorrect data in the Direct Loan Rebuild file and put the production of the file on hold until the issues are resolved. Additionally, COD disabled the ability to request Direct Loan Rebuild files on the COD web site until further notice. COD apologizes for any inconvenience this may cause schools. COD is researching the cause of the incorrect data in the file and will provide updates as more information becomes available.

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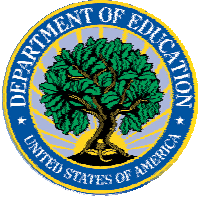
development team is working on a cleanup that will allow the Refunds of Cash and Disbursement Adjustments to display on the Cash Activity screen. Updates will be provided as more information becomes available.

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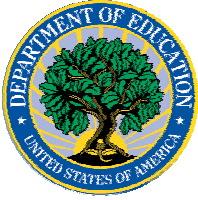
were connected to specific system cleanup activities for a different issue. On May 11, 2004, COD migrated a code fix that resolved this issue.

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
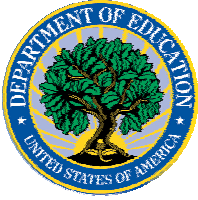
COD Processing Update

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.

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.
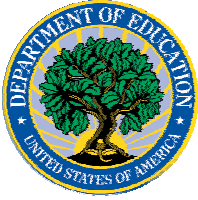
COD Processing Update

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 pended 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 pended 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.

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.
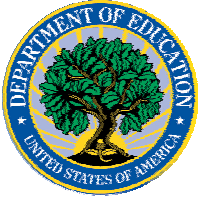
Student Name And Date Of Birth Not Updated In COD (05/03/04)
COD has identified an issue where new 2003-2004 and 2004-2005 origination records are accepted in COD, however, the student's Name and Date of Birth (DOB) updates submitted by the school are not displaying on the COD web site's Person Information screen. The COD web 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.

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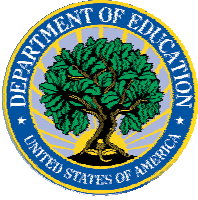
screen shots of any error messages received while performing a search to the COD School Relations Center at CODSupport@acs-inc.com.

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 understands that it causes confusion when data does not match between the systems and works to resolve any discrepancies as quickly as possible.

Pell Grants

COD News

Delay In Administrative Cost Allowance For The 2003-2004 Award Year (05/26/04)
As COD previously informed schools, there is a delay in issuing the first Pell Grant
Administrative Cost Allowance (ACA) payments for the 2003-2004 Award Year. 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 continues to work on resolving this issue. While significant progress has been made to
date, there is more work that needs to be completed. As a result, COD will not be able to issue
ACA payments in early June 2004 (as previously reported) but expects to do so by the end of
June 2004. COD apologizes for any inconvenience this delay causes for schools and thanks
schools for their patience.

COD Holiday Schedule For May 31, 2004 (05/25/04)
The COD School Relations Center will be closed on Monday, May 31, 2004 in observance of
Memorial Day. The COD System will accept and process data from schools and send back
responses/acknowledgments on Monday, May 31, 2004. However, requests for changes in
funding levels and for funds will not be processed until Tuesday, June 1, 2004. Further
information regarding Memorial Day processing and customer service hours for COD and other
FSA/ED call centers is available in an Electronic Announcement on the IFAP web site at
http://www.ifap.ed.gov/eannouncements/0519ClosingsMemorialday04.html/.

Reminder: Unlocking And Resetting Passwords For COD Web Site Users (05/25/04)
COD would like to remind COD web site users that Security Administrators (COD web site User
Level 5) are able to unlock and reset passwords for the users (User Level 1-4) they established at
their institution. However, if the Security Administrator needs to be unlocked, he or she must
contact the COD School Relations Center.

In order to unlock users, a Security Administrator should log in to the COD web site,
www.cod.ed.gov, and follow the steps below:

Step 1: From the Welcome to Common Origination & Disbursement Web Site screen, click on
the User tab on the blue top bar. The User Search screen displays.
Step 2: Enter the search criteria for the user and click on the submit button at the bottom of the
User Search screen. The Search Results screen displays and lists users that match the
search criteria.
Step 3: On the Search Results screen, select the name of the user that needs to be unlocked. The
User Information screen displays.

Step 4: Click on the Modify button at the bottom of the User Information screen. The Update User Profile screen displays.

Step 5: The Locked Out box on the Update User Profile screen contains a checkmark. Click on the Locked Out box to remove the checkmark.

Step 6: Enter a new temporary password in the New Password field. Then re-enter the new password in the Re-enter New Password field.

Step 7: Click on the submit button at the bottom of the Update User Profile screen. The Update Your Profile screen displays.

Step 8: On the Update Your Profile screen, click on the Submit button to confirm the updates made to the user's profile.

Schools can refer to the Electronic Announcement on the IFAP web site, http://www.ifap.ed.gov/eannouncements/0422CODWebsiteAccessSchools.html, for information regarding COD web site access. Third party servicers can refer to the Electronic Announcement on the IFAP web site at http://ifap.ed.gov/eannouncements/0422CODWebSiteAcce3rdPartyServ.html.

Current Issues

Issue Resolving COD Edit 025 [05/05/04(Updated 05/28/04)]

Schools have reported to COD that they are experiencing an issue when attempting to correct 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:
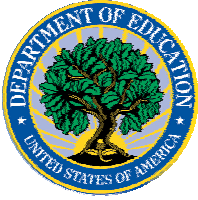http://www.ifap.ed.gov/eannouncements/0320UpdatedCODEdit025Proc.html/.

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 completed the first phase of correcting this problem by migrating the code fix to correct Direct Loan records. Next, the code fix will be migrated to correct Pell records. COD will provide more information on when the code fix for Pell records will be migrated as soon as it becomes available.

Duplicate Drawdown Amounts In COD (04/28/04 [Updated 05/27/04])

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 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 has determined that this issue was caused by an interface error between the Grant Administrative and Payment System (GAPS) and COD. COD is cleaning up the affected records and will notify schools when this is complete.

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 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.

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.
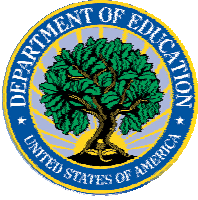
COD Processing Update

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 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 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
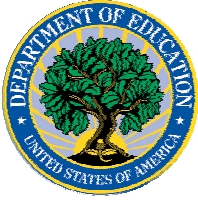
COD Processing Update

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.