

# COD Processing Update For Pell Grants

---

May 28, 2004

## *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](http://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.



## COD Processing Update For Pell Grants

- 
- 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

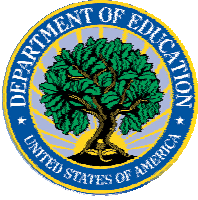
#### **Issue Resolving COD Edit 025 [05/05/04(Updated 05/28/04)]**

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.



# COD Processing Update For Pell Grants

---

## **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.

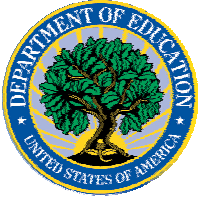
Because this edit is not working correctly schools are unable to submit new 2003-2004 originations or make online changes when previous award year information is different for a student in COD. Testing a solution is underway, and COD anticipates that the testing will be completed by the end of May. COD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



## COD Processing Update For Pell Grants

---

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.

### **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.

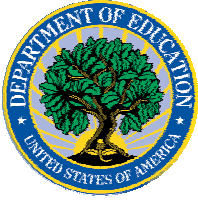
### **Student Name And Date Of Birth Not Updated In COD (05/03/04)**

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 asks 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](mailto:CODSupport@acs-inc.com).



## COD Processing Update For Pell Grants

---

### **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.