



**COD Basics: Resolving Issues with Title IV Grants
May 15-17, 2007**

The table below contains all of the questions received during the May 15-17, 2007 COD Basics: Resolving Issues with Title IV Grants webinar. Each question’s answer is provided as well. The questions are grouped in the following categories:

- COD Web Site Access
- Reports
- COD Processing
- Other

In addition to this Questions and Answers Document, the webinar materials are available at <http://www.ed.gov/offices/OSFAP/training/specific.html#codgrants/>.

Note: This is a very large file and will take some time to download.

If you have any questions about the Questions and Answers Document or about the webinar materials, contact the Common Origination and Disbursement (COD) School Relations Center at 800/4PGRANT (800/474-7268). You may also e-mail CODSupport@acs-inc.com.

#	QUESTION	ANSWER
COD WEB SITE ACCESS		
1.	Would a software provider need third party servicer access granted by a client school to view their student data?	While many third party servicers have access to the COD Web site (www.cod.ed.gov) on behalf of their client schools, few software providers need access to student and school data in the COD System. A software provider that serves as a school’s third party servicer is an exception to this general rule.
2.	Is it possible for schools and third party to have joint access to COD, or is it “either/or”?	Both a school and its third party servicer can have access to the COD System. The school and its third party servicer would request access to the COD Web site individually and, once established, maintain that access individually. For more information about how to become a COD Web Site user, click on “Click here if you want more information about COD” on the COD Web Site welcome screen and then select one of the following documents: <ul style="list-style-type: none"> • “COD Web Site Access for Schools” • “COD Web Site Access for Third Party Servicers” • “COD Web Site User Role Chart”

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3.	Where does the COD security administrator go to change my “rights”?	A COD security administrator uses the COD Web site’s Update User Profile screen (accessed by logging in to the COD Web site and clicking on the User link on the blue bar at the top of the screen) to enter and update information for COD Web site users at his or her school or organization. One of the fields (User Role) that the security administrator can update is associated with the rights a user has on the COD Web site.
4.	I have access to COD, but not COD reports. So there are separate logins?	Provided that the appropriate COD Web site rights have been assigned to a user by his or her security administrator, the user ID and password allow the user to access his or her school’s reports. To access reports in a school’s Newsbox, log in to the COD Web site, click on the Services link on the blue bar at the top of the screen, and then select the Reports option.
5.	How do you receive access to the COD reports? I don't have a username and password.	<p>As explained in Q&A #4, a registered COD Web site user with the appropriate rights is able to access reports via the COD Web site.</p> <p>For more information about how to become a COD Web Site user, click on “Click here if you want more information about COD” on the COD Web Site welcome screen and then select one of the following documents:</p> <ul style="list-style-type: none"> • “COD Web Site Access for Schools” • “COD Web Site Access for Third Party Servicers” • “COD Web Site User Role Chart” <p>Note: Federal Student Aid recently implemented new system functionality that allows a COD Web site user to reset and unlock his or her password. For more information, refer to the June 15, 2007 Electronic Announcement posted on the Information for Financial Aid Professionals (IFAP) Web site.</p>
6.	If I recall correctly, when I click on the COD reports link it says I don't have access to the reports. Is there something my security administrator needs to do?	As explained in Q&A #4, a registered COD Web site user with the appropriate rights is able to access reports via the COD Web site. If a user has confirmed with his or her security administrator that the appropriate rights have been assigned and he or she still cannot access reports, the user should contact the COD School Relations Center to report the issue.

#	QUESTION	ANSWER
7.	I am the security administrator. Shouldn't I have access to the reports?	Yes. A security administrator should be able to access reports via the COD Web site, as explained in Q&A #4. If a security administrator cannot access reports, he or she should contact the COD School Relations Center to report the issue.
8.	When I click on the COD reports link from the Services tab on the COD Web site, nothing happens.	Assuming that a COD Web site user has the appropriate rights to access reports via the COD Web site, this situation may mean that the pop-up blocker feature is turned on. The user should check his or her browser settings and ensure that pop-ups are allowed.
REPORTS		
9.	Is it possible to get a report of disbursements that are still rejected?	<p>Each rejected disbursement will be indicated in the response file sent to a school's Student Aid Internet Gateway (SAIG) mailbox, and the school can view pending disbursements in its action queue. However, there is no COD report that lists current/past rejected disbursements.</p> <p>Most software applications provide the ability to run a report on a school's system data and query for rejected disbursements. As well, a school can request a Year-To-Date (YTD) Record. The YTD Record contains detailed origination, disbursement, and summary information at a transaction level and is available for each grant program.</p> <p>Upon import of a YTD Record, a school can compare the COD-accepted disbursement information contained in the YTD Record to the accepted and rejected disbursement information in the school's system. Through this comparison the school will be able to identify disbursements in its system that have not yet been accepted by the COD System.</p> <p>For complete information about the YTD Record, refer to Volume VI, Section 8 of the 2007-2008 COD Technical Reference.</p>
10.	Is there a report you can request for a single student that will show refunds made and when?	<p>A school can request a YTD Record for one student. This report will reflect upward and downward adjustment activity for each disbursement.</p> <p>For complete information about the YTD Record, refer to Volume VI, Section 8 of the 2007-2008 COD Technical Reference.</p>

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11.	Is there a charge to request a Year-To-Date Record?	<p>No. All reports posted in a school's Newsbox on the COD Web site and all reports sent to a school's SAIG mailbox are free of charge. This includes the YTD Record.</p> <p>For complete information about the YTD Record, refer to Volume VI, Section 8 of the 2007-2008 COD Technical Reference.</p>
12.	Is the Year-To-Date Record per award year or calendar year?	<p>The YTD Record is populated with award year data for the award year identified in a school's data request.</p> <p>For complete information about the YTD Record, refer to Volume VI, Section 8 of the 2007-2008 COD Technical Reference.</p>
13.	Does the Reconciliation Report now contain ACG and SMART information as well as Pell? Did the file name change?	<p>The Reconciliation Report is a student summary of processed records for a specific grant program and a specific award year. There is now a separate Reconciliation Report for each of the three grant programs—Academic Competitiveness Grant (ACG), National Science and Mathematics Access to Retain Talent Grant (National SMART Grant), and Federal Pell Grant (Pell Grant). There is no version of the Reconciliation Report that combines information for multiple grant programs in the same report.</p> <p>For complete information about the Reconciliation Report, refer to Volume VI, Section 8 of the 2007-2008 COD Technical Reference.</p>
14.	Do you get a concurrent enrollment origination records or just disbursements?	<p>The COD System generates a Multiple Reporting Record (MRR) when there is a concurrent enrollment situation or a Potential Overaward Process (POP) situation. These system-generated MRRs are initiated on the basis of reported disbursements.</p> <p>A school can, however, submit a data request based on all of the school's originations, a specific origination, all of the school's disbursements, or a specific disbursement for the specified award year. The school can submit this MRR request via COD Web batch data request, school software batch data request, or by contacting the COD School Relations Center.</p> <p>For complete information about the MRR, refer to Volume VI, Section 8 of the 2007-2008 COD Technical Reference.</p>

#	QUESTION	ANSWER
15.	<p>If we receive a concurrent enrollment report and the enrollment date is within 30 days for both schools and one disburses in the fall and not in the spring, but the other disburses in the spring but not in the fall; should the school that disburses in spring, but not fall, adjust their enrollment date?</p> <p>Would this take care of the problem, or is there something else that should be done?</p>	<p>A COD System-generated MRR for a concurrent enrollment situation is a “heads-up” that a school may have a student who is enrolled at another school for what may be the same period of enrollment. In the case specified, nothing has to be done if the student will not receive ACG, National SMART Grant, or Pell Grant funds from both schools for the same period of enrollment. However, the school that will disburse funds in the spring will need to ensure 1) that there are no more disbursements from the first school and 2) that the student will not exceed 100% of his/her scheduled award.</p> <p>For complete information about the MRR, refer to Volume VI, Section 8 of the 2007-2008 COD Technical Reference.</p>
16.	<p>What is the definition of the Pell POP report, and what is its purpose?</p>	<p>A POP situation occurs when disbursement activity for a student exceeds 100% of the student’s eligibility for an award year. The weekly Pell POP Report lists a school’s students who have entered a POP situation as well as students whose POP situations has been resolved during that reporting period. The report provides student identification information and name and contact information for the other school or schools involved in the POP situation.</p> <p>For complete information about the Pell POP Report, refer to Volume VI, Section 8 of the 2007-2008 COD Technical Reference.</p>

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17.	I receive POP reports, but when I try to contact the other schools involved and they do not respond what can I do? One school is in Puerto Rico, and I do not know what to do to get them to help me.	<p>Federal Student Aid expects affected schools to work together during a 30-day period to resolve a POP situation. However, if the affected schools cannot work out the POP situation within 30 days, the COD System will reduce to zero (\$0.00) all of the student's disbursements for the award year at all schools.</p> <p>After all disbursements have been reduced to zero (\$0.00), an affected school that has been unsuccessful in working with the other affected school or schools can resubmit its disbursement or disbursements to the COD System. If additional disbursements are submitted by the other affected school or schools and the total amount exceeds 100% of the student's eligibility for the award year, another POP situation will occur. In this case, any of the affected schools can contact the COD School Relations Center to request Federal Student Aid assistance in resolving the POP situation.</p>
18.	I have a POP, but the total amount disbursed is not over the student's limit amount. Is this student okay? At our school they got 70%, and at the other school 30%. But, we still have a POP.	<p>As explained in Q&A #16, a POP situation occurs when disbursement activity for a student exceeds 100% of the student's eligibility for an award year. The overage may be as little as a few cents.</p> <p>To ensure that a school has the most current data relative to a POP situation, the school should check the disbursement information for the affected student in the COD System. After checking the COD System, a school that believes a POP situation should not exist may contact the COD School Relations Center for assistance.</p>

#	QUESTION	ANSWER
19.	Our school is only getting POPs, not Concurrent Enrollments. When I called COD, they said they no longer send Concurrent Enrollment PGMRs... only POPs. What is the real process?	<p>As explained in Q&A #14, the COD System generates an MRR when there is a concurrent enrollment situation or a POP situation. These system-generated MRRs are initiated on the basis of reported disbursements.</p> <ul style="list-style-type: none"> • In a concurrent enrollment situation, more than one school has reported disbursements for what may be the same period of enrollment, but the disbursements do not exceed 100% of the student’s eligibility for an award year. In this case, the MRR is a “heads-up” for the school. • In a POP situation, more than one school has reported disbursements for what may be the same period of enrollment, and the disbursements do exceed 100% of the student’s eligibility for an award year. In this case, the MRR is a notice that the school must work with the other affected school or schools to resolve the situation. <p>A school may not always receive an MRR for a concurrent enrollment situation prior to receiving an MRR for a POP situation. This is completely dependent on disbursement reporting by the affected schools.</p> <p>For complete information about the MRR, refer to Volume VI, Section 8 of the 2007-2008 COD Technical Reference.</p>
20.	Regarding MRR/POP... we sometimes have a student on the POP report that we did not receive an MRR for. Can you explain what causes that scenario?	<p>Any time a POP situation occurs, the COD System automatically generates and sends an MRR to all affected schools. If a school’s Pell POP Report lists students for whom the school has not received an MRR notification, the school should contact the COD School Relations Center to report the issue.</p>

#	QUESTION	ANSWER
COD PROCESSING		
21.	Where are the responses sent?	<p>The COD Extensible Markup Language (XML) Common Record is transmitted to the COD System by a school or third party servicer. The COD System will send one of two types of acknowledgements to the school's or third party servicer's SAIG mailbox. These acknowledgements are receipts and responses.</p> <ul style="list-style-type: none"> • A receipt informs the school or third party servicer that the COD System received a common record document sent by the school to the COD System. • A response informs the school or third party servicer that the data in a common record document has been processed by the COD System and provides the processing status of that data. <p>Both receipts and responses can be imported by the school or third party servicer.</p>
22.	I am having a problem getting my batches from my system to EDconnect. What are those steps exactly?	<p>The answer to this question depends on how EDconnect is tied to a school's processing software application. If the school is using EDExpress software, settings are available to have all exported data go directly to an export queue in EDconnect. If the school uses another processing application, it should contact its software provider or IT Department for guidance.</p>

#	QUESTION	ANSWER
23.	<p>So it doesn't matter that there was a disbursement sequence 1 and 2? You can submit a disbursement sequence 3 to collect total payment?</p>	<p>When a school submits disbursement information to the COD System, it provides the date and amount of a payment on a student's award. The COD System will accept and process disbursements for ACG, National SMART Grant, and Pell Grant awards out of order. As an example, if a school submits disbursement number 2 before disbursement number 1 for an ACG award, the COD System will accept and process disbursement number 2.</p> <p>Each disbursement submitted to the COD System includes a disbursement sequence number. The purpose of the sequence number is to identify an action that has been taken on the disbursement. Accordingly, sequence numbers must be assigned in order (i.e., first 1, then 2, then 3, etc.). As an example, if a school must subsequently reduce the amount of an established disbursement number 1/sequence number 1 for a National SMART Grant award, it would submit disbursement number 1/sequence number 2 with the reduced disbursement amount.</p> <p>In the case specified, the COD System has previously accepted disbursement actions identified by sequence numbers 1 and 2 for a specific disbursement. Accordingly, if the school submits a sequence number 3 for that disbursement that changes the disbursement amount to the full grant amount, it would be accepted by the COD System. Of course, this answer assumes that the change in the disbursement amount complies with all applicable Federal regulations.</p> <p>Note: The acceptance of disbursements out of order is different for William D. Ford Federal Direct (Direct Loan) awards. A school would also need to send the first disbursement flag set to true when a disbursement other than disbursement number 1 is to be the first disbursement.</p>

#	QUESTION	ANSWER
24.	Where can I get information on how to use the Web instead of batch processing?	<p>Currently, there is a COD Computer-Based Training (CBT) available on the IFAP Web site that provides basic instruction on how to use the COD Web site. A school may also contact the COD School Relations Center for assistance. A Customer Service Representative (CSR) can walk the school through the process of entering data online, including cautioning the school on what to do and what not to do online.</p> <p><i>Notes:</i></p> <ol style="list-style-type: none"> 1. Some processing software applications used by schools do not import the Web-generated responses created by the COD System, and a school may run the risk of its database not agreeing with the COD database. For this reason, a school should first communicate with its software provider or IT Department before contacting the COD School Relations Center. 2. In fall 2007, Federal Student Aid plans to provide a new and updated COD CBT product that will reflect the ACG, National SMART Grant, Pell Grant, and Direct Loan programs. The updated COD CBT will be posted on the IFAP Web site.
25.	If a student's record is flagged with an edit code reject, where should I look to find this code?	<p>A school will receive an edit code reject # for each reject in a response. If the school looks up the student in the response file and clicks on the rejected data, each error will be displayed. The number, the field or tag in error, the edit code reject #, and the corresponding edit code reject text explanation will be provided.</p> <p>All COD edit codes, including reject codes, are available in Volume II, Section 4 of the 2007-2008 COD Technical Reference. COD edit codes are also available on the COD Web site by clicking on the Help link after logging in, selecting the appropriate award year, and then clicking on the blue hyperlink Edit/Comment Codes.</p>

#	QUESTION	ANSWER
26.	What types of warnings would we receive?	<p>All COD edit codes, including warning codes, are available in Volume II, Section 4 of the COD Technical Reference. COD edit codes are also available on the COD Web site by clicking on the Help link after logging in, selecting the appropriate award year, and then clicking on the blue hyperlink Edit/Comment Codes.</p> <p>Of particular note, a school will receive a warning edit when it submits a disbursement to the COD System more than 30 days after the actual date of disbursement. In this case, the data will be accepted. However, the edit informs the school that it should submit disbursement information to the COD System no later than 30 days after making an actual disbursement or becoming aware of the need to adjust a student’s previously reported disbursement.</p>
27.	Is the Web response something you load into your system, or do you get the response in your regular response file?	<p>A Web response can serve the same purpose as a response sent for an incoming batch. It is generated after a Web event takes place and sent to a school or third party servicer. The school or third party servicer can import the Web response, and it will update the school's database. However, the following conditions must be satisfied:</p> <ol style="list-style-type: none"> 1. The school must select the receipt of Web-generated responses option in its setup on the COD Web site. 2. The school must ensure that its software is capable of importing a Web-generated response and using it to update the information. <p>A school should contact the COD School Relations Center for assistance in verifying that it is set up correctly on the COD Web site. To ensure the school’s import and use of Web-generated responses, the school should contact its software provider or IT Department.</p>
OTHER		
28.	What does “COD” stand for?	<p>“COD” stands for Common Origination and Disbursement. This system took the place of the Recipient Financial Management System or RFMS (for Pell Grant processing) and the Loan Origination System or LOS (for Direct Loan processing).</p>

#	QUESTION	ANSWER
29.	Do I use COD to access my SSCR files?	No. The Student Status Confirmation Report (SSCR) file is used to submit information to the National Student Loan Data System (NSLDS), not the COD System.
30.	How do you find out who your COD primary Customer Service Representative (CSR) is?	A school can contact the COD School Relations Center to find out the name of its primary Customer Service Representative (CSR).
31.	Will there be a similar training session for Direct Loans?	Federal Student Aid plans to offer a similar session for Direct Loans as well as a more advanced COD processing and reconciliation session in the future. Training Announcements about these upcoming sessions will be posted on the IFAP Web site .