Common Origination and Disbursement

COD Processing Update
For Pell Grants

July 30, 2004

Pell Grants

COD News

August 2004 Software Developers Conference [07/23/04 (Updated 07/29/04)]
The 2004 Software Developers Conference that was previously scheduled for Thursday, August 19, 2004 and Friday, August 20, 2004, will now be a one-day conference held on Thursday, August 19, 2004 in Arlington, VA. This year's conference is shortened due to the limited number of changes and updates. The conference registration deadline has not changed and remains Saturday, August 4, 2004.

As previously mentioned, the Software Developers Conference is targeted at mainframe institutions, third party servicers, and software developers and providers. This conference will provide the latest information available about changes and updates to our Federal student aid application and delivery services. Attendees will also have an opportunity to provide feedback on future service enhancements.

Further information regarding conference registration, hotel reservations, and the updated draft agenda is available at http://edeworkshop.ncspearson.com/swdAugust_04.htm - program/.

Additional System Functionality For 2004-2005 Award Year Implemented (07/27/04)
COD is pleased to announce the implementation of additional COD System functionality on July 23-24, 2004. These system changes support the processing of Pell Grants and Direct Loans for the 2004-2005 Award Year. COD implemented all of the Pell Grant system changes described in the Electronic Announcement posted on the IFAP web site at http://www.ifap.ed.gov/eannouncements/0714AddlCODSysImp0405.html/.

Note: COD is in the process of verifying the data in the three new Pell Grant reports. Upon completion, the SSN/Name/Date of Birth Change Report, the Pell POP Report, and the Pell Funded Disbursement List (Pushed Cash/Just-In-Time schools only) will be generated and pushed to schools' SAIG mailboxes. There will be a delay in pushing these reports to schools' COD newsboxes on the COD web site because we need to evaluate this functionality. COD expects to complete this evaluation and make the reports available on the COD web site in the very near future.

This same information is posted on the IFAP web site at http://ifap.ed.gov/eannouncements/0727CODSystemImpl0405.html/.

Thank you for your understanding and patience while COD completed this important activity. If you have any questions about the system changes, contact the COD School Relations Center.

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COD Web Messages (07/26/04)
COD posts messages on the COD web site that provide users with information about COD processing, maintenance, holiday schedules, and functionality. These messages are available on the Welcome to the Common Origination & Disbursement Web Site screen.

In order to view COD web messages, schools need to login to the COD web site. Detailed information regarding COD web site access is available on the IFAP web site at http://www.ifap.ed.gov/eannouncements/0422CODWebsiteAccessSchools.html/.

Previously, COD web messages remained on the COD web site for a period of 7 calendar days from the date posted. However, in response to recent feedback, web messages will now remain on the COD web site for a period of 14 calendar days from the date posted.

Current Issues

Rejected Records Not Viewable On The COD Web Site (07/30/04)
Some schools are receiving an error message when attempting to view rejected records on the COD web site's Batch Detail Information screen. Clicking on the Rejected link in the Award No. column causes the following error message to display: "An unexpected error has occurred. Please contact your administrator if the problem persists."

COD is researching the cause of this issue and anticipates a resolution in August 2004. Updates will be provided as more information becomes available.

Duplicate Disbursement Information In COD [05/06/04 (Updated 07/30/04)]
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, disbursement numbers are appearing twice. However, when viewing the Disbursement Information screen, each disbursement displays a different status (Pending or Disbursed).

COD has made significant progress in analyzing the issue and anticipates a resolution in September 2004. Updates will be provided as more information becomes available.

Verification Status Report Issue [07/16/04 (Updated 07/21/04)]
On July 3, 2004, the Verification Status Report was not sent to schools' SAIG mailboxes. COD continues to research the cause of this issue and will provide more information as it becomes available. In the meantime, schools may view the report on the COD web site.

COD Edit 116 Not Working Correctly [01/06/04 (Updated 07/14/04)]
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.

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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. COD is still testing the code fix for this issue and anticipate resolution by late August 2004. Updates will be provided as more information becomes available.

Issue With Generating The Pell Grant Reconciliation Report For 2004-2005 (07/14/04)
Since July 10, 2004, the COD System has experienced an issue with generating the Pell Grant Reconciliation report for the 2004-2005 Award Year. As a result, schools that submit a data request for the Pell Grant Reconciliation report via batch or the COD web site will not receive this report in their SAIG mailboxes. COD is researching the cause of this issue and will provide more information as it becomes available.

Schools Not Receiving Responses/Acknowledgements [06/15/04 (Updated 07/02/04)]
Full Participants and Phase-In Participants had previously reported to COD that they did not receive Responses/Acknowledgements for batches submitted to the COD System between June 7, 2004 and June 15, 2004. The COD development team determined the cause of this issue and implemented a code fix to prevent it going forward.

At this time, COD is unable to identify all the batches that may have been affected by this issue. Any school that is still missing a Response/Acknowledgement for a batch submitted between June 7, 2004 and June 15, 2004 should contact the COD School Relations Center to report this information. COD will then send the Response/Acknowledgment to the school's SAIG mailbox.

Student Name And Date Of Birth Not Updated In COD [05/03/04 (Updated 06/30/04)]
COD notified schools of 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 continues to research the cause of this issue and appreciates your patience. Updates will be provided as more information becomes available.

Disbursements Not Displaying On COD Web Site [12/11/03 (Updated 06/28/04)]
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 Disbursement History Information 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.

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Several code fixes have been migrated to prevent this problem going forward. COD is now determining the cleanup plan for the affected records and will provide updates as more information becomes available.

In the meantime, please be patient and do not resubmit the disbursements/adjustments for processing; these transactions have already been acknowledged back to schools.

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 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.