Common Origination and Disbursement

COD Processing Update

August 20, 2004

Direct Loan

COD News

2002-2003 Closeout Information—Last Day To Request Extended Processing [06/25/04 (Updated 08/20/04)]
The closeout processing deadline for the 2002-2003 Direct Loan Program Year was July 30, 2004. Schools that do not have outstanding COD System issues, but believe that they have extenuating circumstances that prevented them from closing out on time, must contact the COD School Relations Center at CODSupport@acs-inc.com and request extended processing by August 20, 2004. Requests received after this date will *not* be approved. See DLB-04-21 (http://www.ifap.ed.gov/dlbulletins/DLB0421.html/) for more information.

If you have any questions about 2002-2003 closeout, contact the COD School Relations Center.

2004-2005 COD Technical Reference August Update And 2005-2006 Draft COD Technical Reference August Release Now Available (8/20/04)
COD would like to announce that the 2004-2005 COD Technical Reference August Update is available on IFAP at
http://www.ifap.ed.gov/eannouncements/0819CODTechRef0405Update.html/.

The 2005-2006 draft COD Technical Reference August Release is available on IFAP at
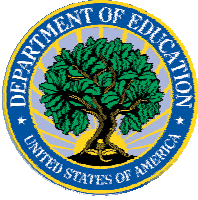http://www.ifap.ed.gov/eannouncements/0817CODTechRefDraft0506.html/.

If you have any questions regarding information contained in these documents, please contact the COD School Relations Center.

Pending Disbursements Not Displaying On The COD Web Site On August 19, 2004 (8/20/04)
On August 19, 2004, schools reported not being able to view pending disbursements on the COD web site. As of today, August 20, 2004, schools are able to view pending disbursements on the COD web site. We sincerely apologize to all COD web site users for the inconvenience caused by this issue. If you experience this issue in the future, contact the COD School Relations Center.

Intermittent COD Web Site Connectivity Issues on August 18, 2004 (08/19/04)
On August 18, 2004, COD web site users were intermittently unable to connect to the web site due to a hardware problem at the COD data center. We sincerely apologize to all COD web site users for the inconvenience caused by the unavailability of the web site. We have resolved the hardware problem and do not anticipate further connectivity issues at this time.

COD Processing Update

We will continue to post Web Messages and COD Processing Update items when we know in advance of COD web site issues. However, we appreciate your understanding when the occurrence of a problem does not allow us to provide you with advance notice.

Navigation Bar Intermittently Not Displaying On The COD Web Site [08/12/04 (Updated 8/19/04)]
COD has resolved the issue that caused the navigation bar to intermittently not display on the COD web site and does not anticipate further issues at this time. We sincerely apologize to all COD web site users for the inconvenience caused by this issue.

Negative Balance Letters for 2002-2003 Closeout Sent In Error [08/17/04 (Updated 8/19/04)]
On August 16, 2004, COD erroneously sent Negative Balance letters for 2002-2003 Closeout to the Presidents and Financial Aid Administrators of approximately 300 schools. Please ignore this letter. We sincerely apologize for the erroneous mailing. We also sent letters to the President and Financial Aid Administrator at each affected school on August 18, 2004 instructing them to ignore the letter sent on August 16, 2004. If you have any questions, contact the COD School Relations Center.

Pending Disbursement List And 30-Day Warning Report Available On The COD Web Site (08/18/04)
The Pending Disbursement List and 30-Day Warning report are available on the COD web site for all award years. Schools can access these reports by logging into the COD web site and clicking on the Services tab located on the upper blue menu bar.

Submitting E-mails To The COD School Relations Center (08/18/04)
To help the COD School Relations Center route your e-mail inquires quickly, please make sure you use the CODSupport@acs-inc.com e-mail address. Include the name of your school or organization and it's OPE ID in the subject line and include your name and phone number. Providing this additional information will ensure that your e-mails are processed without delays.
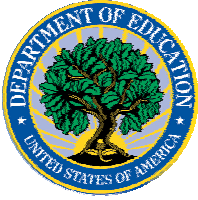
All Schools Must Be COD Full Participants Beginning With 2005-2006 Award Year [08/02/04 (Updated 08/09/04)]
As a reminder, *all* schools must be Full Participants beginning with the 2005-2006 Award Year. This means that *all* schools must be able to submit 2005-2006 Pell and/or Direct Loan origination and disbursement data to the COD System using the COD Common Record in XML format.

Note: FSA recently informed schools in GEN-04-06 that the implementation of the Common Record: ISIR will not be implemented for the 2005-2006 Award Year. The adjustment of the Common Record: ISIR implementation schedule *does not* affect the requirement that *all* schools must be COD Full Participants beginning with the 2005-2006 Award Year.

Current Phase-In Participants can refer to the following sections of the 2004-2005 COD Technical Reference (http://www.ifap.ed.gov/cod/0405CODTechRefDraft.html/) for information that may be helpful in determining their Full Participant solution:
- Volume I, Section 3 provides information about XML.
- Volume II, Section 1 and Volume V, Section 1 provide information about FSA's EDExpress software that can be used to submit data to the COD System.

COD Processing Update

Updated information about Full Participant sign up for the 2005-2006 Award Year is posted on the IFAP web site at http://www.ifap.ed.gov/eannouncements/0806CODFullParticReq0506.html/.

Resolved Issues

Loans With Pending First Disbursement Failing To Book [03/23/04 (Updated 08/17/04)]
In the past, COD identified an issue with booking notifications. For Direct Loan awards that had a pending first disbursement, and also had an actual 2nd, 3rd, 4th, or 5th disbursement, the award was failing to book. As a result, a booked date did not appear in COD, a booking notification was not generated, and the award was not passed on to the Direct Loan Servicing System (DLSS).

COD has implemented code fixes for all Direct Loan awards and completed the cleanup. The booked date now appears in COD and booking notifications were sent to schools affected by this issue. Additionally, affected awards were passed on to DLSS.

Schools Not Receiving Responses/Acknowledgements [06/15/04 (Updated 08/09/04)]
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 has sent all batches that have been brought to our attention. If you discover that you are missing a Response/Acknowledgement for a batch submitted between June 7, 2004 and June 15, 2004, you should contact the COD School Relations Center to report this information. COD will then send the Response/Acknowledgment to your school's SAIG mailbox.

Current Issues

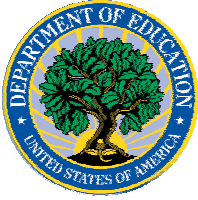**MPN Search Limitation on the COD Web Site (3/17/04 (Updated 8/20/04)]**
This item was previously reported under "COD Issues From 2004-2005 System Implementation."

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. COD continues to develop the code fix for this issue and will provide further details once more information becomes available.

Disbursements Not Displaying On COD Web Site And/Or SAS [12/11/03 (Updated 08/17/04)]
COD has identified two issues where accepted disbursements/adjustments are being processed in COD, but are not appearing on certain COD web site screens. The issues are as follows:

1. In some instances, disbursements/adjustments 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.

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.

2. In some instances, disbursements/adjustments are not appearing on the Disbursement History Information screen. As a result, the disbursements/adjustments are not reflected on the school's SAS. However, the disbursements are appearing on the Batch screen and being acknowledged correctly to schools.

Currently, COD believes that this issue is affecting 2002-2003 Direct Loan records only. However, if you have other Direct Loan records or Pell Grant records affected by this issue, report the awards to the COD School Relations Center. COD is analyzing this issue and will provide updates as more information becomes available.

COD Edit 116 Not Working Correctly [01/06/04 (Updated 08/16/04)]
COD previously reported that COD Edit 116 (SSN, Date of Birth and/or Last Name have not been updated in the COD System) was 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.
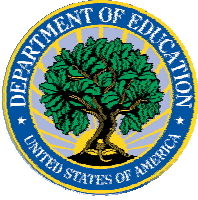
Because this edit was not working correctly schools were unable to submit new 2003-2004 originations or make online changes when previous award year information is different for a student in COD. On August 10, 2004, COD implemented a code fix to prevent this issue going forward. COD is now determining the cleanup plan. In the meantime, please be patient and do not resubmit your records that previously rejected for COD Edit 116. Updates will be provided as more information becomes available.

Note: If your records were previously rejected for COD Edit 116 incorrectly and you have not already notified COD of your concern, contact the COD School Relations Center to report your affected records.

2004-2005 Origination Records Rejecting For COD Edit 117 [05/28/04 (Updated 08/16/04)]
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:

1. The sum of the disbursement amounts is *not* equal to the Award Amount submitted;
2. A school that is eligible for a single disbursement submits a single disbursement less than the award amount;
3. One or more of the disbursements on the origination are rejected; or
4. 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 has discovered that some 2004-2005 origination records were hitting this edit incorrectly when the sum of the disbursements *is* equal to the award amount submitted. The COD development team is testing a permanent code fix for this issue. In the meantime, schools may resubmit their records that previously rejected incorrectly for COD Edit 117. The records will be processed and a correct acknowledgment will be returned to the school.

Phase-In Records Incorrectly Rejecting For COD Edit 056 (08/12/04)
COD has discovered that some Phase-In 2003-2004 and 2004-2005 records are incorrectly rejecting for COD Edit 056 (Sequence Number Not In Sequential Order). This edit is being returned incorrectly to Phase-In schools that submit changes to anticipated disbursement amounts.

Additionally, when a change to the anticipated disbursement amount is submitted along with a reduced award amount, COD is only accepting the reduced award amount. As a result, COD Edit 846 (Total 'Anticipated Gross Amount' must be less than or equal to the Loan Amount Approved) is returned because the award amount is less than the total anticipated disbursements.

COD is researching the cause of this issue and will provide updates as more information becomes available.

Direct Loan School Account Statement (SAS) Report Issues [02/03/04 (Updated 08/05/2004)]
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.
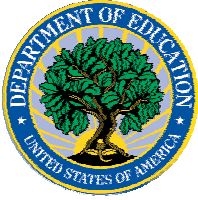
1. In the past, several schools reported that disbursements were appearing multiple times on the SAS report under the same sequence number. On May 11, 2004, COD migrated a code fix that resolved this issue moving forward. COD is performing a cleanup to correct the affected transactions and will provide updates as more information becomes available.

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 corrected this issue for 2002-2003 SAS reports. However, subsequent analysis has shown this issue is affecting SAS reports for the 2003-2004 Award Year. COD is researching a fix for this issue and will provide further updates as more information becomes available.

COD understands that these issues 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.

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.

Duplicate Student Borrower Report Issues [06/18/04 (Updated 07/16/04)]
COD has identified the following issues with the Duplicate Student Borrower report:

1. On July 3, 2004, the Duplicate Student Borrower report was not sent to schools' SAIG mailboxes. COD is researching 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.

2. COD has identified some instances where the Duplicate Student Borrower report is sent listing student borrowers that never attended the school. COD is researching the cause of the inaccurate data in the report, and will provide more information as it becomes available.
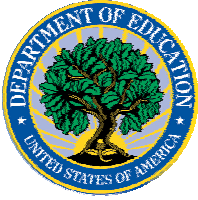
Student Name And Date Of Birth Not Updated In COD [05/03/04 (Updated 06/30/04)]
COD notified schools of an issue where new 2003-2004 and 2004-2005 origination records are accepted in COD; however, the student's Name and Date of Birth (DOB) updates submitted by the school are not displaying on the COD 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.

Direct Loan Rebuild File [03/12/04 (Updated 06/23/04)]
As previously reported, COD is 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 continuing to research the cause of the incorrect data in the file and will provide updates as more information becomes available.

COD Processing Update

COD Cash Activity Screen Inaccurate [02/19/04 (Updated 06/08/04)]
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. COD notified schools that this issue was resolved on April 5, 2004. However, after further research, it was determined that this issue is not resolved for all schools. COD continues to work on resolving this issue for the remaining schools affected and will provide updates as more information becomes available.

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 multiple cleanups 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.

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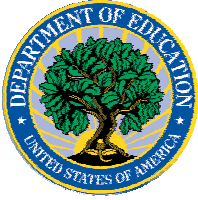
COD continues to work on further detailed instructions that will assist you in avoiding these scenarios and, if necessary, in correcting them. If you have any questions, please contact the COD School Relations Center.

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.

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

COD Processing Update

(Changed Award Amount is Less Than Total Disbursements) and 067 (Incorrect Disbursement Amount).

COD implemented a code fix in early January 2004 to allow award and disbursement changes to be processed correctly. However, after further research it was determined that the code fix was not working correctly. As a result, a new code fix was implemented. COD is researching a cleanup plan for the affected records. COD will provide updates as they become available.

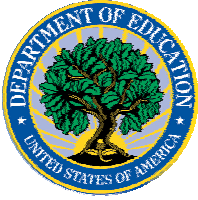**COD Web Site Response Time [03/19/04 (Updated 04/22/04)]**
COD has learned that COD web site users are experiencing poor response time and receiving log errors when performing searches between the hours of approximately 11:00 AM and 2:00 PM eastern time.

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

COD Processing Update

Pell Grants

COD News

Second 2003-2004 Verification Status Code "W" Warning Message (8/20/04)
Schools that have made an interim Pell Grant disbursement to a student selected for verification should be concluding verification activities and changing a student's verification status code from "W" to either "V", "S", or "Blank", as appropriate. On August 20, 2004, COD will begin processing a message to schools that have one or more student records still reported with a verification status code of "W". The message is a warning that these disbursements will be considered overawards and reduced to a zero dollar amount ($0.00), even if the disbursements were previously accepted in the COD System. The reduction of the affected disbursements is scheduled to occur on September 11, 2004.

Within the next week, COD will send the warning message to schools' SAIG mailboxes in the message class PGTX04OP. Additionally, COD will send a file of student records reported to COD with a verification status code of "W" in the Reconciliation Report message class PGRC04OP. Schools that receive the warning message should review the accompanying Reconciliation Report and submit appropriate changes to the verification status codes for affected students before September 11, 2004.

If you have questions, contact the COD School Relations Center.

2004-2005 COD Technical Reference August Update And 2005-2006 Draft COD Technical Reference August Release Now Available (8/20/04)
COD would like to announce that the 2004-2005 COD Technical Reference August Update is available on IFAP at
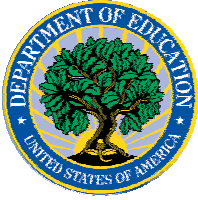http://www.ifap.ed.gov/eannouncements/0819CODTechRef0405Update.html/.

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Pending Disbursement List Available On The COD Web Site (08/18/04)
The Pending Disbursement List is available on the COD web site for all appropriate award years. Schools can access this report by logging into the COD web site and clicking on the Services tab located on the upper blue menu bar.

Submitting E-mails To The COD School Relations Center (08/18/04)
To help the COD School Relations Center route your e-mail inquires quickly, please make sure you use the CODSupport@acs-inc.com e-mail address. Include the name of your school or organization and it's OPE ID in the subject line and include your name and phone number. Providing this additional information will ensure that your e-mails are processed without delays.

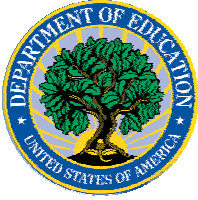**Pell POP Report Released To Schools' SAIG Mailboxes (08/17/04)**
On August 11, 2004, COD released the functionality to push Pell POP reports (Message Class PGPR05OP) to schools' SAIG mailboxes. However, we continue to evaluate the functionality to push these reports to schools' COD newsboxes on the COD web site. COD will notify schools when this report is available on the web.

For information regarding the Pell POP report, refer to the 2004-2005 COD Technical Reference, Volume VIII, Section 8 at http://www.fsadownload.ed.gov/CODTechRef0405.htm.

All Schools Must Be COD Full Participants Beginning With 2005-2006 Award Year [08/02/04 (Updated 08/09/04)]
As a reminder, *all* schools must be Full Participants beginning with the 2005-2006 Award Year. This means that *all* schools must be able to submit 2005-2006 Pell and/or Direct Loan origination and disbursement data to the COD System using the COD Common Record in XML format.

Note: FSA recently informed schools in GEN-04-06 that the implementation of the Common Record: ISIR will not be implemented for the 2005-2006 Award Year. The adjustment of the Common Record: ISIR implementation schedule *does not* affect the requirement that *all* schools must be COD Full Participants beginning with the 2005-2006 Award Year.

COD Processing Update

Current Phase-In Participants can refer to the following sections of the 2004-2005 COD Technical Reference (http://www.ifap.ed.gov/cod/0405CODTechRefDraft.html/) for information that may be helpful in determining their Full Participant solution:

- Volume I, Section 3 provides information about XML.
- Volume II, Section 1 and Volume V, Section 1 provide information about FSA's EDExpress software that can be used to submit data to the COD System.

Updated information about Full Participant sign up for the 2005-2006 Award Year is posted on the IFAP web site at http://www.ifap.ed.gov/eannouncements/0806CODFullParticReq0506.html/.

Resolved

Issue With Generating The Pell Grant Reconciliation Report For 2004-2005 [07/14/04 (Updated 08/10/04)]
As previously reported, the COD System experienced an issue with generating the Pell Grant Reconciliation report for the 2004-2005 Award Year beginning July 10, 2004. As a result, schools that submitted a data request for the Pell Grant Reconciliation report via batch or the COD web site did not receive this report in their SAIG mailboxes.

On July 23, 2004, COD sent the requested reports to the appropriate schools' SAIG mailboxes. If your school has requested a Pell Reconciliation Report for 2004-2005 and has not yet received this report, contact the COD School Relations Center to report this information.

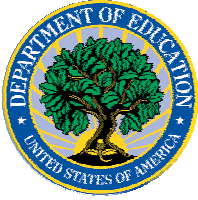**Schools Not Receiving Responses/Acknowledgements [06/15/04 (Updated 08/09/04)]**
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At this time, COD has sent all batches that have been brought to our attention. If you discover that you are missing a Response/Acknowledgement for a batch submitted between June 7, 2004 and June 15, 2004, you should contact the COD School Relations Center to report this information. COD will then send the Response/Acknowledgment to your school's SAIG mailbox.

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COD Processing Update

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.

COD Edit 116 Not Working Correctly [01/06/04 (Updated 08/16/04)]
COD previously reported that COD Edit 116 (SSN, Date of Birth and/or Last Name have not been updated in the COD System) was 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 was not working correctly schools were unable to submit new 2003-2004 originations or make online changes when previous award year information is different for a student in COD. On August 10, 2004, COD implemented a code fix to prevent this issue going forward. COD is now determining the cleanup plan. In the meantime, please be patient and do not resubmit your records that previously rejected for COD Edit 116. Updates will be provided as more information becomes available.

Note: If your records were previously rejected for COD Edit 116 incorrectly and you have not already notified COD of your concern, contact the COD School Relations Center to report your affected records.

Verification Status Report Issue [07/16/04 (Updated 08/09/04)]
Since, July 3, 2004, the Verification Status Report has not been sent to schools' SAIG mailboxes. COD continues to research the cause of this issue and will provide more information as it becomes available.

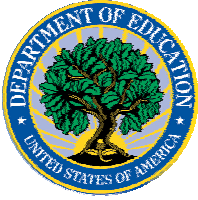**Rejected Records Not Viewable On The COD Web Site (07/30/04)**
Some schools are receiving an error message when attempting to view rejected records on the COD web site's Batch Detail Information screen. Clicking on the Rejected link in the Award No. column causes the following error message to display: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

COD Processing Update

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.

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.