

# Session 21



## EDEExpress/COD Processing for 2005-2006 from a Direct Loans Perspective

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# 2005-2006 EDExpress Updates/Enhancements

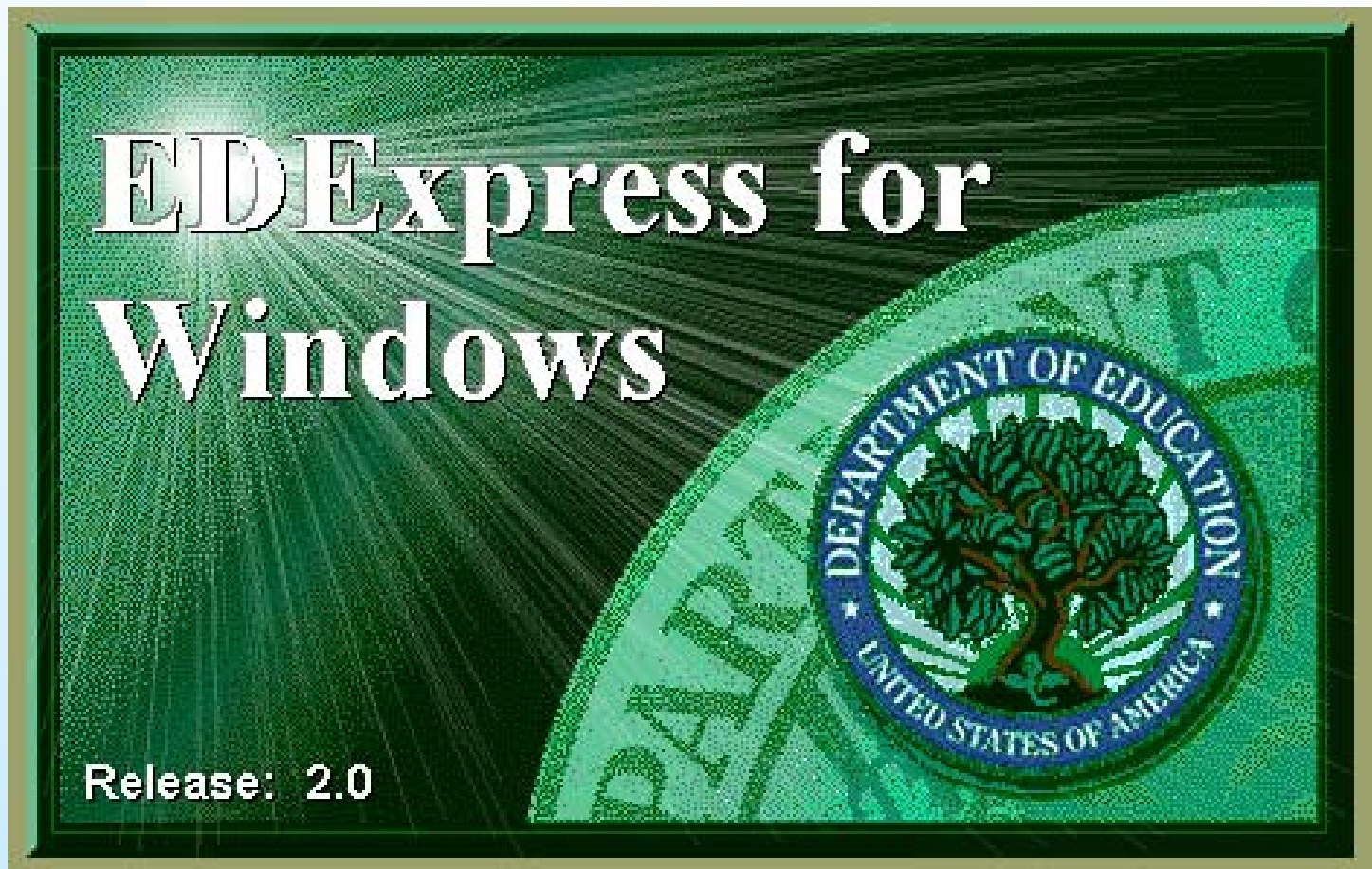
- This session provides information on EDExpress updates and enhancements
  - 2005-2006 EDExpress Release 1.0 Global module
  - 2005-2006 EDExpress Release 2.0 Direct Loan module
    - Including COD processing implications

# Agenda

- Global* updates/enhancements
- Direct Loan*** updates/enhancements
- Questions and Answers
- Technical Assistance



# Global Module - General



# Global Module - General

- The EDEExpress Access database will be password protected for added security
  - Password is needed to open, view, or modify the database in Microsoft Access 2002
  - Software documentation will refer user to the Help Text to obtain the password

# Global Module - General

- The following FAA Access Setup fields will now be encrypted in the EDEExpress Access database:
  - FAA Social Security Number
  - FAA Name ID
  - FAA Date of Birth

# Global Module - General



- An “Automatically Transmit?” checkbox has been added to Global-Security Users setup
- If this feature is selected in Setup, the system will initiate a transmission in EDconnect after a file is exported in EDExpress

DRAFT


**Security Users** [X]

User ID:

Group Name:

Logged in?  **Export to EDconnect?**  **Automatically Transmit?**

Password:

Password Date:  

NEW RECORD

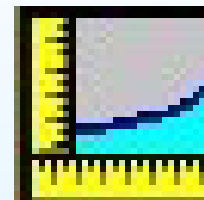
Add Delete Save Retrieve...

OK Cancel Help



# Global Module - General

- ❑ Users will be able to access R2T4 and ISIR Analysis Tool Web home pages from the View menu in EDEExpress
- ❑ EDEExpress will maximize instead of displaying “Init Instance Failed” if the user attempts to open EDEExpress when it’s already minimized



# Global Module - Grid Functions

- Demographic grid columns will display the full last name without scrolling
- Select records grid will display in “key order” (SSN, Award ID or Loan ID)
- Multiple Entry update grid will have an option to deselect records

DRAFT

Demographic Database				
	Original SSN - Demo	Current SSN - Demo	Student's Last Name - Demo	Student's First Name - Demo
▶	001-48-8578	001-48-8578	ALARCON	ALEMAYEHU
	002-20-1810	002-20-1810	ROBLES	JON
	002-38-1474	002-38-1474	MONTGOMERY	IVAN
	002-68-4685	002-68-4685	PEARSON	IRIS
	003-78-9961	003-78-9961	MAMYAN	VLADIMIR
	004-72-7499	004-72-7499	JONES	MARCUS
	006-84-6590	006-84-6590	PI	PATRICIA
	006-96-3950	006-96-3950	HUFF	CONSUELO
	006-96-3951	006-96-3951	PENA	CONSUELO
	110-00-1810	002-20-1810	JONES	JOHN
	110-02-7499	004-72-7499	PAULSON	MARCUS
	110-04-6590	006-84-6590	PIE	PATRICIA
	110-06-3950	006-96-3950	HUFFINGTON	CONNIE
	110-06-3951	006-96-3951	BOWME	DAVID
	110-08-1474	002-38-1474	JEFFERSONS	IVAN
	110-08-4685	002-68-4685	JOHNSON	IRIS
	110-08-8578	001-48-8578	SMITH	AL
	110-08-9961	003-78-9961	MAXWELL	VLADIMIR
	221-10-1810	002-20-1810	ROBINSON	.ION

Record 1

OK Cancel

# Global Module - Demographic Screen

- ❑ An email address field has been added creating separate email address fields for local and permanent addresses
- ❑ A “Loan Exit Counseling Complete Date” field has been added
- ❑ A “Country Code” field has been added
- ❑ Canadian province/territory codes have been added to the State field selection

# DRAFT

2005 - 2006 EDExpress for Windows - [[222-22-2222] ]

File Process View Help

Name:      
 Last First M.I.

Verification Status Code:

Loan Entrance Interview Date:

Permanent/Local Address:   
 Address:

Loan Exit Counseling Completed Date:

City, State, Zip:

Transaction Paid On:

Phone:  Country Code:

**Change Dates:**

Address:

Local Address:

Social Security #:

Date of Birth:

E-mail Address 1:

E-mail Address 2:

Student ID:

Current SSN:

Original SSN:

Active Transaction:

Notes Upd:

Record Upd:

Packaging Status:  Record Source: M

Document Status:  Loan Records? N

Pell Records? N

Date of Birth:

Driver's License:

School Use:

Citizenship Status:

Alien Registration #:

Dependency Status:

Demo FAFSA Student Inquiry Docs Notes User Data Origination Disburse Awards

For Help, press F1 C:\PROGRAM FILES\EDESUITE\EDEXPRESS FOR WINDOWS 2005-2006\expres56.mdb NUM

# EDExpress Release 2.0

## Direct Loan - General

- No message class changes
  - except to add award year indicator, e.g. CRAA06IN.xxx
- Label change: all occurrences of label “Promissory Note” changed to read “MPN”

# EDExpress Release 2.0

## Direct Loan - General

- ❑ DL Plus MPN flag from ISIR added as a query field in DL and as a File Format field
  - “ISIR DL PLUS MPN FLAG”
- ❑ “ISIR DL MPN FLAG” renamed as a query field and in File Format
  - “ISIR DL SUB/UNSUB MPN FLAG”

# EDExpress Release 2.0

## Direct Loan - General

- Import Type: COD Common Record Receipt / Response will be first type choice



### Import

Global | App Express | Packaging | **Direct Loan** | PELL

Import Type:   
Loan Data - ISIR  
**Loan Data - ISIR**  
Loan Data - Packaging  
Loan Data - External Add (DIEA)  
~~Loan Data - External Change (DIEC)~~  
COD Common Record Receipt/Response (CRAA050P, CRBN050P, CF)

Report To:  
 Printer     File     Screen

File... [ ]

Prompt for Duplicates?    DL Code: [ ] ...

Loan type to create: [ S ]

Disbursement Profile Code: [ ] ...    Selection Criteria ...

OK    Cancel    Help

This will move to top


# Release 2.0 Direct Loan - Prior-Year Import

- Additional EDEExpress COD setup fields will now import in the Prior Year Import function:
  - Default School (School)
  - Disable Source Entity ID Setup Warning (System)
  - Combine DL and Pell Export (System)
  - Module and Inactive (Disbursement)

# Release 2.0 Direct Loan – COD Setup

- Warning Message added for invalid disbursement date entered in COD Disbursement Profile Setup
  - When Module = “DL” or “Both DL and Pell”
  - When disb date > Approved Loan Period End Date
    - For both active and inactive profiles

# Release 2.0 Direct Loan - Origination

- ❑ CPS Transaction Number
  - Ellipsis  added next to “CPS Transaction #” enabling selection from grid of valid ISIRs
  - CPS Transaction # copied when “yes” selected for “Create Sub/Unsub Loan”?
- ❑ Canadian Province Codes
  - Valid values on Plus Info tab for:
    - Permanent Address State
    - Driver’s License State

# Release 2.0 Direct Loan - Plus Endorser Updates

- ❑ New Endorser Amount field added
  - On Plus Credit Info tab
  - On DL disbursement tab
  - To Query, List-Loans Rpt, File Format, Browse
  - Non-modifiable field
- ❑ Plus Loan Amount Approved can be adjusted when Credit Decision = E
  - Cannot exceed Endorser Amount from COD
- ❑ Disbursement gross total cannot exceed approved Endorser Amount

2005 - 2006 EDExpress for Windows - [[001010001-P-06-G98989-001] REBECCA HAGEN]

File Record Process View Help

Direct Loan Pell Grant

Borrower Loan Information:

DL Code: G98989  
UNIVERSITY OF EDEXPRESS  
Disbursement Profile Code: TEST  
Loan Period: 08/23/2005 to 05/03/2006  
Academic Year: 08/23/2005 to 05/03/2006  
Dependency Status: D  
Loan Amount Approved: 3,000  
Borrower's Loan Default/Grant Overpayment: N  
Student's Loan Default/Grant Overpayment: N  
College Grade Level: 0  
Created By: 10/12/2004 10:19:32 SYSADMIN  
Last Updated By: 10/12/2004 10:42:26 SYSADMIN  
E-mail Address 1:  
E-mail Address 2:

Loan Info PLUS Info **Credit Info** Change History

Credit Information:  
Credit Decision: E  
Credit Decision Date: 10/12/2005  
Endorser Amount: \$3,000  
Last Date Updated: 10/12/2005

Loan ID:  
001010001P06G98989001 1 of 1

# DRAFT

2005 - 2006 EDExpress for Windows - [(001010001-P-06-G98989-001) REBECCA HAGEN]

File Record View Help

Loan Type: PLUS      Loan #:      1 of 1      Loan Amount Approved: \$3,000  
 Loan Status:      A      MPN Status:      A  
 PLUS Credit Decision:      E      Loan Entrance Interview Date: 10/11/2005  
 Endorser Amount:      \$3,000

Action:      Disbursement:       Type:       Date:        Amount:      

#/Type	Seq #	Date				Net		Disbursement			Export To		Action Date
			Gross	Fee	Rebate	Amount	Adjusted	Rel. Ind.	Status	First?	Document ID	External	
1		08/23/2005	1500	60	23	1463		<input type="checkbox"/>		<input type="checkbox"/>		<input checked="" type="checkbox"/>	
2		01/13/2006	1500	60	23	1463		<input type="checkbox"/>		<input type="checkbox"/>		<input checked="" type="checkbox"/>	
3								<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
4								<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
5								<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
6								<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
7								<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
8								<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
9								<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
10								<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<b>Anticipated Totals</b>			<b>3000</b>	<b>120</b>	<b>46</b>	<b>2926</b>							
<b>Actual Totals</b>			<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>							

# Release 2.0 Direct Loan - Multiple Entry

- Inactivating loans in Multiple Entry will be consistent with inactivating manually
  - LAA reduced to \$0
  - Anticipated disbursements reduced to \$0
  - Changed data marked to export to COD in next Common Record export



# Release 2.0 Direct Loan - Reports/Print

- ❑ Anticipated Disbursements List Report
  - Total disbursement record counts for each loan type
  - Total combined disbursement record count for all loan types
- ❑ Actual Disbursements List Report
  - Total disbursement record counts for each loan type
  - Total booked/unbooked record counts for each loan type

# Anticipated Disbursements List

Report Date: 04/01/2004 U.S. DEPARTMENT OF EDUCATION PAGE: 1  
 Report Time: 16:00:22 2004-2005 Federal Direct Loan Program

**Anticipated Disbursements List**  
 (ALL RECORDS)

Sort: Loan ID

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Anticipated Disbursements with Corresponding & Pending Actuals

Student's Name	PLUS Borrower's Name	Loan Type/	Anticipated Date	Actual Date	Adjusted
Loan ID	Origination Document ID	Disb Num	Gross/Fee Net/Rebate	Gross/Fee Net/Rebate	Disb Date
-----					
ALARCON, ALEMAYEHU					
OWINGS, SALLY M.		P			
001488578P05E00507001		1	09/01/2004		
2004-03-18T09:17:16.8311111111			\$2,750/ \$110	\$0/ \$0	
			\$2,682/ \$42	\$0/ \$0	
		2	01/01/2005		
			\$2,000/ \$80	\$0/ \$0	
			\$1,950/ \$30	\$0/ \$0	
		S			
001488578S05E00507001		1	01/01/2004	01/01/2004	
2004-03-08T09:53:31.9322222222			\$1,313/ \$39	\$1,319/ \$39	
			\$1,294/ \$20	\$1,300/ \$20	

# Anticipated Disbursements List - Totals

	ANTICIPATED	ACTUAL
<b>PLUS Loans:</b>		
Total PLUS Records:	2	0
Total Gross Amount:	\$4,750.00	\$0.00
Total Net Amount:	\$4,632.00	\$0.00
Total Fee Amount:	\$190.00	\$0.00
Total Rebate Amount:	\$72.00	\$0.00
<b>Subsidized Loans:</b>		
Total Subsidized Records:	8	1
Total Gross Amount:	\$9,238.00	\$1,319.00
Total Net Amount:	\$9,104.00	\$1,300.00
Total Fee Amount:	\$274.00	\$39.00
Total Rebate Amount:	\$140.00	\$20.00
<b>Unsubsidized Loans:</b>		
Total Unsubsidized Records:	0	0
Total Gross Amount:	\$0.00	\$0.00
Total Net Amount:	\$0.00	\$0.00
Total Fee Amount:	\$0.00	\$0.00
Total Rebate Amount:	\$0.00	\$0.00
<b>Grand Total:</b>		
Total Disbursement Records:	10	1
Total Gross Amount:	\$13,988.00	\$1,319.00
Total Net Amount:	\$13,736.00	\$1,300.00
Total Fee Amount:	\$464.00	\$39.00
Total Rebate Amount:	\$212.00	\$20.00

# Actual Disbursements List

Report Date: 03/29/2004 U.S. DEPARTMENT OF EDUCATION PAGE: 1  
 Report Time: 15:45:25 2004-2005 Federal Direct Loan Program

**Actual Disbursements List**  
 (ALL RECORDS)

Sort: SSN

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Student's Name PLUS Borrower's Name Loan ID Disbursement Document ID	Current SSN Disb#/Type Disb Date	Amount Net/Net Adj	Disb Status	Booked Status
----- ALARCON, ALEMAYEHU	001-48-8578	-----	-----	-----
001488578S05E00507001 2004-03-23T09:55:53.8911111111	1 D 01/01/2004	\$ 1,294	B	Unbooked
2004-03-29T13:58:17.4311111111	1 A 01/01/2004	\$ 1,300/\$	6 B	
Net Disbursement Total for Loan:		\$ 1,300		
Net Disbursement Total for Student:		\$ 1,300		

# Actual Disbursements List - Totals

Total Booked PLUS Records:	0
Total Booked Subsidized Records:	0
Total Booked Unsubsidized Records:	0
Total Net Booked PLUS:	\$0
Total Net Booked Subsidized:	\$0
Total Net Booked Unsubsidized:	\$0
Total Unbooked PLUS Records:	0
Total Unbooked Subsidized Records:	1
Total Unbooked Unsubsidized Records:	0
Total Net Unbooked PLUS:	\$0
Total Net Unbooked Subsidized:	\$1,300
Total Net Unbooked Unsubsidized:	\$0
Total PLUS Disbursement Records:	0
Total Subsidized Disbursement Records:	1
Total Unsubsidized Disbursement Records:	0
Total Net Disbursements PLUS:	\$0
Total Net Disbursements Subsidized:	\$1,300
Total Net Disbursements Unsubsidized:	\$0

# Release 2.0 Direct Loan - Reports/Print

- Country Code printed when populated on Demo tab or Plus Info tab and State field is “FC”
  - On all reports containing address
  - On MPN and Disclosure Statement
- Disbursement Action Date added to Actual Disbursement Section of DL Origination Record Report

**Direct Loan**

Loan Type: DIRECT SUBSIDIZED

Loan #: 1 of 1  
 Loan Status: B

Loan Amount Approved: \$2,625  
 MPN Status: T  
 Loan Entrance Interview Date:

Action

Disbursement:  Type:  Date:   Amount:

Disbursements

#/Type	Seq #	Date	Net			Disbursement			Export To		Action Date		
			Gross	Fee	Rebate	Amount	Adjusted	Rel. Ind.	Status	First?		Document ID	External
1/D	1	09/01/2004	875	26	13	862	0	<input checked="" type="checkbox"/>	R	<input type="checkbox"/>		Y	10/11/2004
2		09/27/2004	875	26	13	862		<input type="checkbox"/>		<input type="checkbox"/>		<input checked="" type="checkbox"/>	
3		01/01/2005	875	26	13	862		<input type="checkbox"/>		<input type="checkbox"/>		<input checked="" type="checkbox"/>	
4								<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
5								<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
6								<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
7								<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
8								<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
9								<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
10								<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>	
<b>Anticipated Totals</b>			<b>2625</b>	<b>78</b>	<b>39</b>	<b>2586</b>							
<b>Actual Totals</b>			<b>875</b>	<b>26</b>	<b>13</b>	<b>862</b>							

# Release 2.0 Direct Loan - Reports/Print

## □ Three New MPN Reports from COD



- MPN Discharge Report (MPNDISOP, weekly)
  - Inactivated in last 30 days due to death, unauthorized signature
- Expired MPN Report (MPNINAOP, weekly)
  - Expired in last 30 days due to normal disbursement inactivity
- MPNs Due to Expire Report (MPNEXPOP, monthly)
  - MPNs about to expire or become inactive within 60 days
- EDExpress database not updated by the import



# Release 2.0 - COD Print



**New!**

A COD Print Tab has been added to the print functionality on the main menu and will contain the following reports:

- List—Disbursement Profile Setup
  - New for Pell; Moved from DL Print to COD Print dialog
- List—Document Activity
  - List-Document Activity moved from DL/Pell Print dialogs
  - DL version retains tolerance exceptions functionality
- List—Student Records in Document



**New!**



**New!**

Print

Global App Express Packaging Direct Loan Pel... **COD**

Report:

List - Disbursement Profile Setup  
List - Disbursement Profile Setup  
List - Document Activity  
List - Student Records in Document  
Student Summary

Single  
Multiple

E-mail

File... [ ]

SSN File

File... [ ]

Options

Sort Order: Disbursement Profile Code

Module: All

DL Code: [ ]

Status: Both Active and Inactive

Selection Criteria OK Cancel Help Print Setup

# List—Disbursement Profile Setup Report

## Print options

- All disbursement profiles
- DL disbursement profiles
- Pell disbursement profiles
- “Both” disbursement profiles

## Sort order

- Disbursement Profile Code
- Disbursement Profile Description
- Module
- Status
- DL-Loan Period Start Date

**Print** [X]

Global | App Express | Packaging | Direct Loan | Pell | **COD**

Report  
List - Disbursement Profile Setup [v]  Single  Multiple

Report File Destination  
 Printer  File  Screen  E-mail  
File... [ ]

SSN File  
File... [ ]

Options  
Sort Order: Disbursement Profile Code [v]  
Module: All [v]  
DL Code: [ ] ...  
Status: Both Active and Inactive [v]

Selection Criteria | OK | Cancel | Help | Print Setup



# List—Document Activity Report

- This report will include document activity for both Direct Loan and Pell with the following options:
  - Only Direct Loan records in a document
  - Only Pell records in a document
  - Both Direct Loan and Pell records in a document

# DRAFT

**Print** [X]

Global | App Express | Packaging | Direct Loan | Pell | **COD**

Report  
List - Document Activity [v]  Single  Multiple

Report File Destination  
 Printer  File  Screen  E-mail  
File... [ ]

SSN File  
File... [ ]

Options  
Print Tolerance Exceptions Only?   
Document ID Dates: [ ] [ ] To [ ] [ ]  
Module: All [v]

Selection Criteria | OK | Cancel | Help | Print Setup

# List—Document Activity

Report Date: 99/99/9999 U.S. DEPARTMENT OF EDUCATION PAGE: 1  
 Report Time: 99:99:99 9999-9999 EDEExpress - COD

## Document Activity List

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\*\*\*\*\*  
 Document ID Dates: 99/99/9999 to 99/99/9999

Document ID	Create Date	Response Import Date	Days Elapsed	Document Type	DL	Pell
9999-99-99T99:99:99:999999999999 0000000000000000000000000000 0000000000000000000000000000	99/99/9999	99/99/9999	999	00	Y	Y
9999-99-99T99:99:99:999999999999 0000000000000000000000000000 0000000000000000000000000000	99/99/9999	99/99/9999	999	00	Y	Y



# List—Student Records in Document Report

## Data elements:

- SSN
- Last Name
- First Name
- Program Type
- Award ID
- Loan ID

## Record type in the document for each student record:

- Pell Origination
- DL Origination
- Pell Disbursement
- DL Disbursement
- DL Change

# DRAFT

**Print** [X]

Global | App Express | Packaging | Direct Loan | Pell | **COD**

Report  
List - Student Records in Document [v]  Single  Multiple

Report File Destination  
 Printer  File  Screen  E-mail  
File... [ ]

SSN File  
File... [ ]

Options  
Sort Order: Last Name [v]  
Document Id: [ - : T : : : : : ] [ ]

Selection Criteria | OK | Cancel | Help | Print Setup

# List—Student Records in Document

Report Date: 99/99/9999 U.S. DEPARTMENT OF EDUCATION PAGE: 1

Report Time: 99:99:99 9999-9999 EExpress - COD  
List - Students in Document  
SORT ORDER: Current SSM

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\*\*\*\*\*  
DOCUMENT ID: 9999-99-99T99:99:99:99.999999999

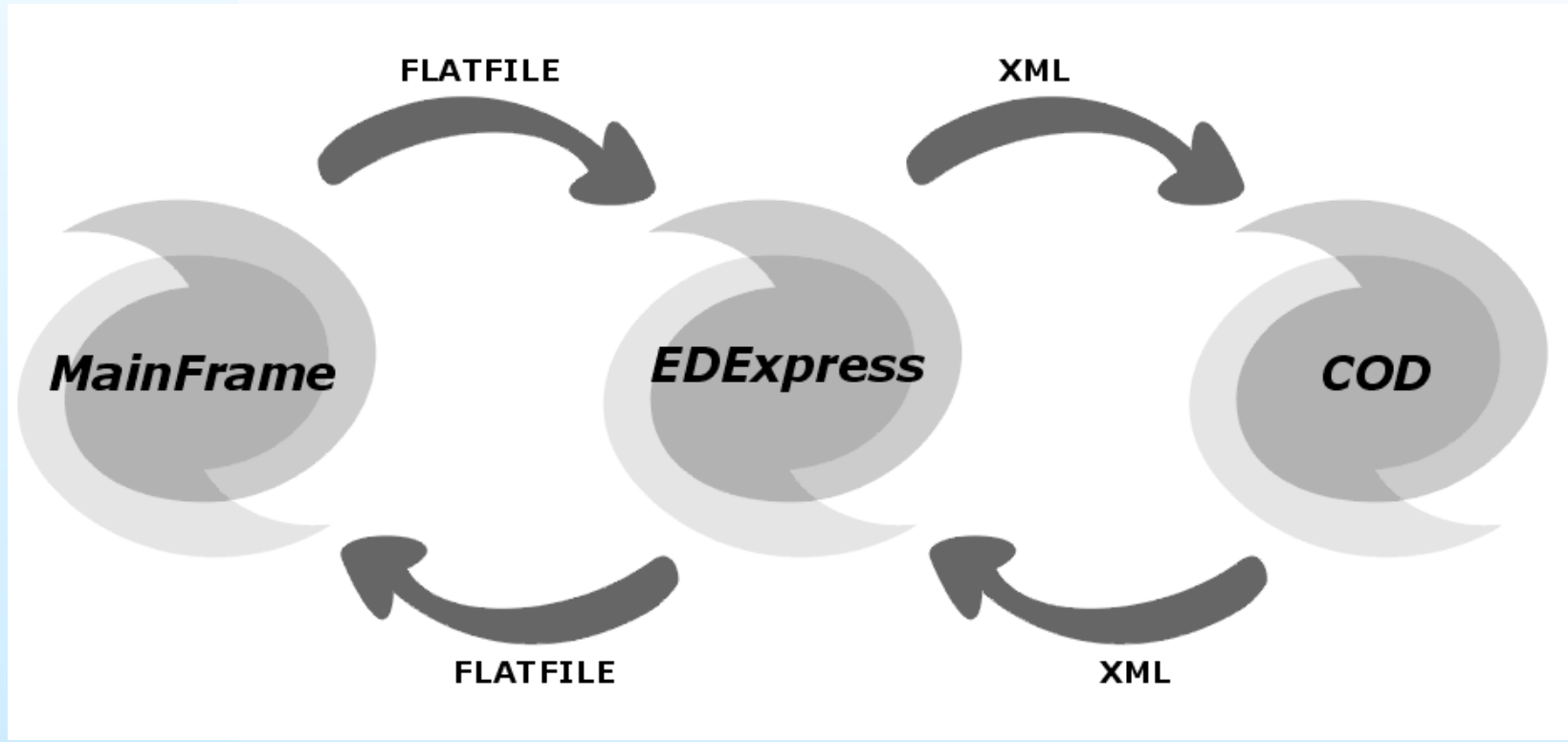
Student's Name PLUS Borrower's Name Award ID	Student's Current SSN Program	Origination	Disburse	Change
-----	-----	-----	-----	-----
000000000000000000, 000000000000 0	999-99-9999			
000000000000000000, 000000000000 0				
000000000000000000000000	Direct Loan	Y	Y	N
000000000000000000000000	Direct Loan	N	Y	Y
000000000000000000000000	Pell	Y	N	

# List-Student Records in Document - Totals

## DOCUMENT TOTALS

Total # Unduplicated Students:	9999999
Total # Award ID's in Document:	9999999
Total # Direct Loan Award ID's:	9999999
Total # Subsidized Loans:	9999999
Total # Unsubsidized Loans:	9999999
Total # PLUS Loans:	9999999
Total # Direct Loan Disbursement Records:	9999999
Total # Direct Loan Change Records:	9999999
Total # Pell Award ID's:	9999999
Total # Pell Disbursement Records:	9999999

# EDExpress Combo School Example



**Import**

Global | App Express | Packaging | **Direct Loan** | PELL

Import Type: Loan Data - External Add (DIEA)  
Loan Data - External Add (DIEA)  
Loan Data - External Change (DIEC)  
COD Common Record Receipt/Response (CRAA050P, CRBN050P, CF...)  
Pending Disbursement List (Anticipated Listing) (DIAA)  
Funded Disbursement List (Actual Roster) (DIAO)

Import From: File... [Text Box]

Report To:  Printer  File  Screen  
File... [Text Box]

Prompt for Duplicates?

OK Cancel Help

The screenshot shows an 'Export' dialog box with a blue title bar. The 'Direct Loan' tab is selected. The 'Export Type' dropdown is set to 'External Loan Data', with a red arrow pointing to it. The 'Export To' dropdown is open, showing 'External Loan Data' selected in yellow. The file path is 'C:\IAM\DATA\DEER05IN.DAT'. The 'Export Status' is 'Y', 'Format' is 'A1', and 'Select Delimiter' is 'Fixed Length'. A 'Selection Criteria ...' button is at the bottom right. 'OK', 'Cancel', and 'Help' buttons are at the bottom.

**Export**

App Express | Packaging | **Direct Loan** | PELL

Export Type: External Loan Data

Export To: COD Common Record (CRAA05IN)  
External Loan Data

File... C:\IAM\DATA\DEER05IN.DAT

Export Status: Y Format A1

Select Delimiter: Fixed Length

Selection Criteria ...

OK Cancel Help

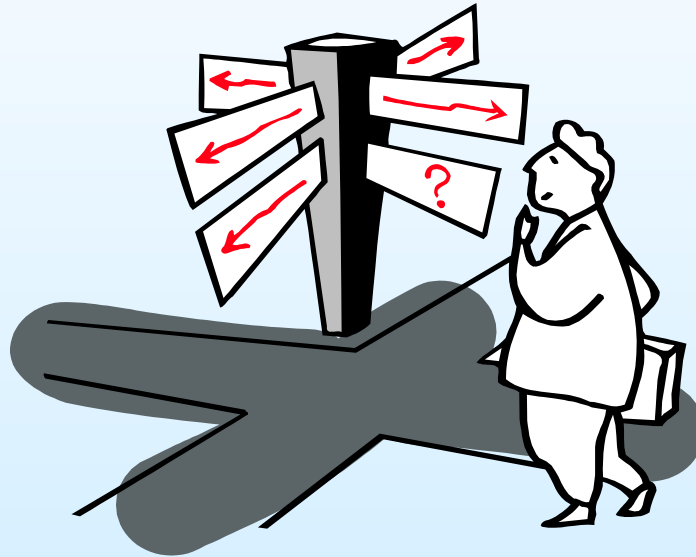
# EDEExpress Software and Documentation Update

- ❑ 2005-2006 Release 1.0 available January/2005; Release 2.0 available March/2005
- ❑ 2005-2006 School Electronic Process Guide available October/2004
- ❑ 2005-2006 EDEExpress Release 2.0 Desk Reference available March/2005
- ❑ 2005-2006 COD Technical Reference (EAC draft) available November/2004



# Questions and Answers

□ Questions ???



# Technical Assistance

We appreciate your feedback and comments.

CPS/SAIG Technical Support:

Phone: 800 330-5947

Email: [CPSSAIG@ed.gov](mailto:CPSSAIG@ed.gov)

COD Customer Service

Phone: 800 848-0978

Email: [CODsupport@acs-inc.com](mailto:CODsupport@acs-inc.com)