



COD Processing Update For Pell Grants

July 2, 2004

Pell Grants

COD News

Updated COD Frequently Asked Questions (FAQs) Available (07/01/04)

COD has updated the FAQs on the COD web site, www.cod.ed.gov. The FAQs are available from the COD web site by clicking the "Today's Update" link at the bottom of the page. The Updated FAQs are also available on the IFAP web site at <http://www.ifap.ed.gov/eannouncements/0512FAQCOD.html>. If you have any questions about the document, or would like to see anything added, please contact the COD School Relations Center at CODSupport@acs-inc.com with the subject line of "FAQ".

COD Customer Satisfaction Survey (06/30/04)

As explained in an Electronic Announcement posted on the IFAP web site at <http://www.ifap.ed.gov/eannouncements/0629CODSysSurvey.html>, it is time for the annual COD Customer Satisfaction Survey. PGM Incorporated, an independent contractor, will begin conducting the telephone survey within the next few weeks. A random sample of schools will be contacted and asked to complete the survey. If your school is contacted, the survey should take no more than 10 minutes to complete.

COD realizes that this is a busy time of year at your school, but feedback from our customers is important for improving the quality of our products and services. COD appreciates the assistance of all schools that complete the survey and thanks you in advance for taking the time to help us. If you have any questions about the survey, contact the COD School Relations Center.

First Administrative Cost Allowance Payments for 2003-2004 Award Year (06/28/04)

The first Administrative Cost Allowance (ACA) payment for the 2003-2004 Award Year is based on records that COD has processed from the start of the Federal Pell Grant 2003-2004 Award Year on July 1, 2003 up to the date that COD processes the first ACA payments for the 2003-2004 Award Year. COD began processing the ACA payments for all schools on June 26, 2004. Schools will begin to see these payments deposited directly into their bank accounts over the next few weeks.

For more information about these ACA payments, refer to the electronic announcement that is posted on the IFAP web site,

<http://www.ifap.ed.gov/eannouncements/0628FirstACAPaymentfor0304.html>.

Once again, COD apologizes for any inconvenience the delay in processing ACA payments caused for schools. COD appreciates schools' patience and understanding while COD resolved the system issues that affected the processing of ACA payments.



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COD Holiday Schedule For Monday, July 5, 2004 (06/24/04)

The COD School Relations Center will be closed on Monday, July 5, 2004 in observance of Independence Day. The COD System will accept and process data from schools and send back Acknowledgements on Monday, July 5, 2004. However, requests for changes in funding levels and for funds will not be processed until Tuesday, July 6, 2004. Further information regarding Independence 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://ifap.ed.gov/eannouncements/0623July5HolClosing.html>.

Resolved

Receipts And Responses Returned In The Incorrect Schema Version [06/30/04(Updated 07/02/04)]

As previously reported, all 2004-2005 Award Year Common Record documents submitted to COD are acknowledged using Version 2.0d of the Common Record XML Schema (Refer to the Electronic Announcement on the IFAP web site at <http://www.ifap.ed.gov/eannouncements/0310CODSchemaChange0405.html/>).

However, some EDEXpress users have reported that they submitted 2004-2005 Common Records (Message Class CRAA05IN) for Pell Grant and received a Receipt (Message Class CRRC05OP) and Response (Message Class CRAA05OP) in Version 2.0c of the Common Record XML Schema.

COD has determined that this issue was limited to a few EDEXpress schools submitting Common Records that rejected correctly for COD Edit 004 (Entity ID NOT Found On Participant File). COD Edit 004 is a batch level reject. Once a Common Record Document rejects at the batch level, COD does not continue to process the records in the document. As a result, the COD System does not recognize the award year within the document. By default, the COD System generates a Receipt/Response in Version 2.0c for Common Record Documents that reject at the batch level.

Currently, COD is researching 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.



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COD Financial Screens Incorrect On COD Web Site [05/05/03 (Updated 06/30/04)]

As previously reported, the COD web site financial screens were displaying incorrect information. The “Summary Financial Info” screen was not displaying correct figures in the following fields: “Disbursement Amount”, “Disbursement Adjustment Amount” and “Ending Cash Balance”.

The code fix for this issue migrated with the 2004-2005 COD System implementation that occurred the weekend of March 12-14, 2004. The COD development team has verified that these fields are now displaying the correct figures.

Additionally, schools were informed that the Total Unduplicated Recipients field on the “Funding Information” screen was not displaying the correct figure. On June 19, 2004, the COD development team completed the cleanup for the affected records associated with this issue. The Total Unduplicated Recipients field is now displaying correct figures.

COD Edit 115 Not Working Correctly [04/06/04 Updated (06/28/04)]

Previously, COD 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) was returned incorrectly to schools that attempted to increase/decrease an actual disbursement (DRI=True) for a student that was referred to DCS for collection of a Pell Grant overpayment.

On June 24, 2004, COD changed COD Edit 115 from a reject edit into a new warning edit (Student Referred to DCS, satisfactory arrangements must be established with DCS, prior to making further Pell disbursements to this student for this award year). As a result, schools may now resubmit their records that they believe previously rejected for COD Edit 115 erroneously. These records will be processed and acknowledged by COD.

COD Edit 115 will only be returned to schools under the following conditions:

- A new actual disbursement is submitted for a student who has been referred to DCS; or
- An increase to an existing disbursement is submitted for a student who has been referred to DCS.

The COD Technical Reference will be updated with this information.

Current Issues

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,



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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 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.

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 06/01/04)]

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

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



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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.

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.

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 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.