COD Processing Update

July 9, 2004

Direct Loan

COD News

Record Submission Due Date For 2002-2003 Closeout [06/25/04 (Updated 7/09/04)]
COD would like to remind schools that the closeout processing deadline for the 2002-2003 Direct Loan Program Year is **July 30, 2004**--only 21 days away!

To meet the closeout deadline, all records must be submitted to COD no later than 8:00 P.M. (ET) on Friday, July 30, 2004. (Note: all submitted records subsequently must be accepted by COD in order to be included in your school's final Ending Cash Balance for 2002-2003.)

To be considered successfully closed out, schools must have an Ending Cash Balance of $0 and Total Net Unbooked Disbursements of $0, as reflected on the School Account Statement (SAS) Report.

Please also refer to DLB-04-15 (http://www.ifap.ed.gov/dlbulletins/DLB0415.html/), DLB-04-18 (http://www.ifap.ed.gov/dlbulletins/DLB0418.html/), and DLB 04-19 (http://www.ifap.ed.gov/dlbulletins/DLB0419.html/) for more detailed information about closeout.

COD System Maintenance Planned For Sunday, July 11, 2004 (07/07/04)
The COD System will undergo routine maintenance on Sunday, July 11, 2004 from 2 A.M. (ET) until 8 A.M. (ET). During this period, users will not be able to submit or retrieve data via the COD web site. Additionally, batches submitted by schools will be held and not processed until after the COD System comes back up. COD apologizes for any inconvenience this outage may cause. If you have any questions, contact the COD School Relations Center.

Extended Direct Loan E-MPN Web Site Outage For Sunday, July 11, 2004 (07/07/04)
As a reminder, the Direct Loan E-MPN web site is unavailable every Sunday morning from 5 A.M. until 11 A.M. (ET) and every Monday morning from 12 A.M. until 7 A.M. (ET) while routine maintenance is performed. During these periods, borrowers are not able to complete a new MPN electronically or retrieve an existing MPN that was completed electronically.

Due to COD System routine maintenance on Sunday, July 11, 2004, the Direct Loan E-MPN web site will be unavailable for an extended period of time from 2 A.M. until 11 A.M (ET). As previously noted, borrowers will not be able to complete or retrieve MPNs during this period of time.

COD apologizes for any inconvenience these outages may cause. If you have any questions, contact the COD School Relations Center.

Direct Loan Bulletin 04-20 Released (07/06/04)
Direct Loan Bulletin 04-20 was released to schools from the COD School Relations Center on July 6, 2004. This bulletin provides the new interest rates, which will be in effect for the Direct Loan Program from July 1, 2004 through June 30, 2005 and has been posted on the IFAP web site at http://www.ifap.ed.gov/dlbulletins/DLB0420.html. If you would like to be added to or removed from the distribution list, please submit an e-mail to CODSupport@acs-inc.com, with the subject line of "DLB Distribution List".

Direct Loan Bulletin 04-19 Released (07/02/04)
Direct Loan Bulletin 04-19 was released to schools from the COD School Relations Center on July 1, 2004. This bulletin announces additional 2002-2003 Direct Loan Program Year Closeout Information and has been posted on IFAP at http://www.ifap.ed.gov/dlbulletins/DLB0419.html/. If you would like to be added to or removed from the distribution list, please submit an e-mail to CODSupport@acs-inc.com, with the subject line of "DLB Distribution List".

Resolved Issues

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.

Issue With Credit Checks Submitted Via Batch [04/15/04 (Updated 07/02/04)]
COD was experiencing an issue where credit checks were not being performed as they should have been upon receipt of Direct PLUS Loan records submitted via the batch process. In these cases, the COD System was returning an accepted Response/Acknowledgement with a Pended credit status to schools.

COD previously resolved the interface error between COD and the Credit Agency, and it should not occur going forward. The cleanup for the affected Direct PLUS Loan records has also now been completed.

Inactive MPN Not Viewable On COD Web Site [02/17/04 (Updated 06/30/04)]
The status of an MPN changes to Inactive when the MPN expires, the MPN is a Single-Loan MPN, or the Direct Loan Servicing System notifies COD that a borrower is deceased. (Previously, COD also changed the MPN status to Inactive when a borrower filed for bankruptcy, but this no longer occurs, as described in Direct Loan Bulletin 04-14.

In the past, when a Person Award search was performed on the COD web site, the MPN was not viewable; however, it should have displayed as Inactive. This was a COD web site display issue

only, and the loans were being inactivated correctly. The cleanup for the affected records is complete. The MPN is now viewable and displays the Inactive status.

Current Issues

Electronic Master Promissory Note (eMPN) Web Site Issue (07/08/04)
COD has learned that borrowers may be experiencing problems with being timed out while completing a Master Promissory Note on the eMPN web site. They are receiving an error stating that the error message page has expired. The COD development team is currently working to resolve this issue and will provide updates as more information 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.

Disbursements Not Displaying On COD Web Site And/Or SAS [12/11/03 (Updated 06/28/04)]
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:

- 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.

  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 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.

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

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.

Duplicate Student Borrower Report (06/18/04)
The Duplicate Student Borrower report lists student borrowers for which the COD System has accepted multiple Direct Subsidized and/or Unsubsidized Award records submitted by a school with the same or overlapping academic years. However, 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.

Issues With Direct Loan Reports [06/08/04 (Updated 06/17/04)]
COD has identified the following issues with Direct Loan reports:

1. The Funded Disbursement List Report is sent each day to Push Cash schools via their SAIG mailboxes when an actual disbursement or adjustment (DRI=T) is submitted. However, some Push Cash schools have reported sporadically not receiving a Funded Disbursement List Report in their SAIG mailboxes and/or via the COD web site during March 2004.

2. From May 15, 2004 through June 3, 2004 the Funded Disbursement List, Pended Disbursement List, and SSN-Name-Date of Birth Change reports were not sent to some schools' SAIG mailboxes.

   For both issues listed above, COD has begun sending the affected reports to the schools. Schools should begin to see these reports in their SAIG mailboxes and via the COD web site. COD is still researching the cause of this issue and will provide more information as it becomes available.

Direct Loan School Account Statement (SAS) Report Issues [02/03/04 (Updated 06/15/2004)]
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.

- 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. Once analysis of existing issues is complete, a cleanup will be performed to correct the affected transactions.

- 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. Subsequent analysis has shown no further instances of this issue.

COD understands that the remaining issue 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.

2004-2005 Origination Records Rejecting For COD Edit 117 [05/28/04 (Updated 06/09/04)]
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:

- The sum of the disbursement amounts is ***not*** equal to the Award Amount submitted;
- A school that is eligible for a single disbursement submits a single disbursement less than the award amount;
- One or more of the disbursements on the origination are rejected; or
- 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 are hitting this edit incorrectly when the sum of the disbursements ***is*** equal to the award amount submitted. The COD development team is researching the cause of this issue and a permanent code fix. 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.

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.

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.

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.

Prior Award Year Promissory Notes Not In COD [03/23/04 (Updated 05/17/04)]
When performing system reconciliation of the COD System, the Direct Loan Imaging System, and the Direct Loan Servicing System (DLSS), COD found that approximately 4,000 promissory notes were not migrated into the COD System. COD, DLSS, and the Imaging Center are working on the cleanup to transfer the remaining notes to COD. COD anticipates the cleanup will be completed by late Summer 2004.

Loans With Pending First Disbursement Failing To Book [03/23/04 (Updated 05/17/04)]
COD has identified an issue with booking notifications. For Direct Loan awards that have a pending first disbursement, and also have an actual 2nd, 3rd, 4th, or 5th disbursement, the award is failing to book. As a result, a booked date does not appear in COD, a booking notification is not generated, and the award is not being passed on to the Direct Loan Servicing System.

COD is continuing to analyze the issue. Updates will be provided as they become available.

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.

COD Issues From 2004-2005 System Implementation [03/17/04 (Updated 05/17/04)]
COD has discovered the following system issues related to the 2004-2005 system implementation that occurred the weekend of March 12-14, 2004.

- 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.
- When performing an MPN Search, the Academic Year start and end dates display for multi-year MPNs. The Academic Year dates should display only for single-year MPNs.
- When viewing the Direct Loan Disbursement list screen, the fee field displays as a negative number instead of a positive number for records in an active status.

The COD development team is developing the code fix for these issues. COD will provide further details once more information is available.

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.

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 (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 is not working correctly. As a result, a new code change 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.

Pell Grants

COD News

COD System Maintenance Planned For Sunday, July 11, 2004 (07/07/04)
The COD System will undergo routine maintenance on Sunday, July 11, 2004 from 2 A.M. (ET) until 8 A.M. (ET). During this period, users will not be able to submit or retrieve data via the COD web site. Additionally, batches submitted by schools will be held and not processed until after the COD System comes back up. COD apologizes for any inconvenience this outage may cause. If you have any questions, contact the COD School Relations Center.

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.

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, 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 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.

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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.