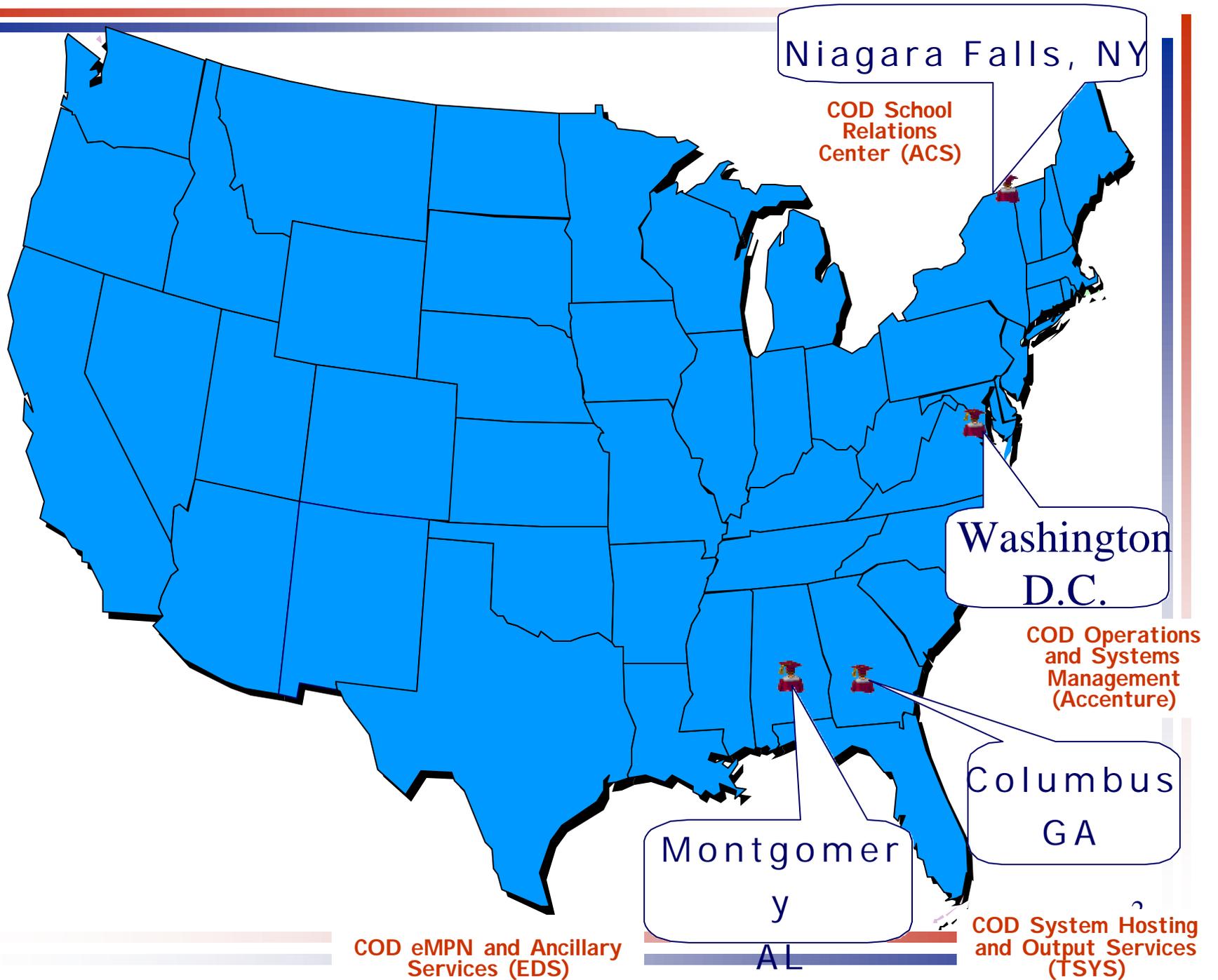




Direct Loan Day

Edits and Options



Niagara Falls, NY

COD School Relations Center (ACS)

Washington D.C.

COD Operations and Systems Management (Accenture)

Columbus GA

Montgomery AL

COD eMPN and Ancillary Services (EDS)

COD System Hosting and Output Services (TSYS)



In this session...

- 2004-2005 Processing Changes Update
- Direct Loan Options
- MPN Processing
- COD and DLSS
- Top Direct Loan Edits
- Common Direct Loan EDExpress Edits



2004-2005 Processing Changes Update

- COD will no longer be instituting the following functionality for the 2004-2005 award year:
 - Campus-Based processing
 - School Report Options via the COD web site
- Campus-Based
 - Due to feedback on the proposed Campus-Based functionality for the 2004-2005 award year, enhancements to Campus-Based functionality are now being explored. The implementation of Campus-Based processing has been postponed pending further discussion of Campus-Based design requirements.
- School Report Options
 - COD will not be providing enhanced School Report Options. Current COD processing will continue to allow for the selection of limited report delivery, sort, and format options via the web and by contacting Customer Service.

Making COD work for you!

Direct Loan Options



Current School Report Options

Direct Loan Reports

- The following reports can be displayed on the COD web site by clicking on the Services tab. These reports are automatically sent to the schools SAIG mailbox:
 - 30 Day Warning Report
 - Pending Disbursement List Report
 - Funded Disbursement List Report
 - Duplicate Student Borrower
 - SSN/DOB/Name Change Report
- Format and delivery options for the above reports can be modified by accessing the Report Selection link on the School Summary Information Screen.
- Format and delivery modifications for the SSN/DOB/Name Change Report must be made by contacting Customer Service.

Report Selection

U.S. DEPARTMENT OF EDUCATION
COMMON ORIGINATION & DISBURSEMENT

FSA
FEDERAL
STUDENT AID

Person School Batch Award Services User

► School Search
▼ School Information
School Summary
Financial Aid Contact
Eligibility
General
Options
Funding Info
Summary Financial Info
Refunds of Cash
Cash Activity
Events
Memos
Yearly Totals
Relationships
Request Post Deadline
Processing
Correspondence
Report Selection

Report Selection

COLORADO STATE UNIVERSITY ⓘ

Report Selection

Program	Direct Loan	Award Year
		'03-'04 ▼

30 Day Warning: Comma Delimited ▼

Duplicate Student Borrower Comma Delimited ▼

Funded Disbursement List Comma Delimited ▼

Inactive Loans Comma Delimited ▼

Pending Disbursement List Comma Delimited ▼

SAS [Modify SAS Options](#)

SUBMIT

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Modify format and delivery options using the Report Selection screen on the School Information tab



School Options Information COD Web Site

- The School Options Information page on the COD web site enables schools to modify their preferences for the following options:
 - Web Activity Response: *'Y' indicates responses via the SAIG mailbox*
 - Promissory Note Print: *'Y' indicates COD prints*
 - Disclosure Print: *'Y' indicates COD prints*

- This page also displays those options set in COD by FSA. If you feel one of the following options should be changed, please contact COD School Relations:
 - Promissory Notes Type
 - Disbursements Funded without Accepted Pnote
 - Reason Code
 - COD Automatically Generates Payment to School Based on Disbursements

School Options Information

U.S. DEPARTMENT OF EDUCATION
COMMON ORIGATION & DISBURSEMENT

FSA
FEDERAL
STUDENT AID

Person School Batch Award Services User

School Search School Options Information ?HELP

School Information

- School Summary
- Financial Aid Contact
- Eligibility
- General
- Options
- Funding Info
- Summary Financial Info
- Refunds of Cash
- Cash Activity
- Events
- Message List
- Yearly Totals
- Relationships

HARVARD UNIVERSITY - GRADUATE SCHOOL OF BUSINESS ADMINISTRATION ⓘ

Program: DIRECT LOAN Award Year: '04-'05

Program Relations Information

Number of Future Days to Display Disbursements:

COD Automatically Generates Payment to School Based on Disbursements:

Reason Code:

Promissory Note Type Option:

Web Activity Response Option: Y

Main Campus Information

Promissory Note Print Option: Y

Disbursements Funded Without Accepted Pnote: Y

Disclosure Print Option: Y

Indicate whether you or COD will print MPNs for borrowers

Choose to receive responses from web activity

Indicate whether you or COD will print Disclosure statements

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School Options Information



U.S. DEPARTMENT OF EDUCATION
COMMON ORIGATION & DISBURSEMENT



Person

School

Batch

Award

Services

User

► **School Search**

▼ **School Information**

- School Summary
- Financial Aid Contact
- Eligibility
- General
- Options
- Funding Info
- Summary Financial Info
- Refunds of Cash
- Cash Activity
- Events
- Message List
- Yearly Totals
- Relationships
- Balance Confirmation
- Request Post Deadline
- Processing
- Correspondence
- Report Selection

Return to: [School Options](#)

School Options Update

? **HELP**

HARVARD UNIVERSITY - GRADUATE SCHOOL OF BUSINESS ADMINISTRATION **i**

Program

DIRECT LOAN

Award Year

'04-'05

Program Relations Information

Number of Future Days to Display Disbursements:

014

Web Activity Response Option:

Y

Main Campus Information

Promissory Note Print Option:

Y

Disclosure Print Option:

Y

UPDATE



Common Record Response Options

- Schools can choose to receive either a Full Response or a Standard Response to Common Records submitted to COD via batch processing.
 - A Full Response contains all the original tags sent by the School and all of the rejected data elements and reason codes.
 - A Standard Response contains only the rejected data elements and reason codes.
- The default response is the Standard Response.
 - Note: EDEExpress users will always receive a Full Response.
- Schools can elect to receive a Full Response by submitting the Full Response Code tag on each Common Record submission.

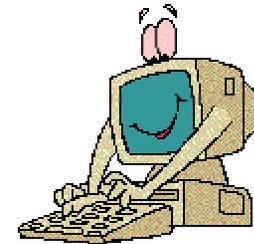


Common Record Response Options

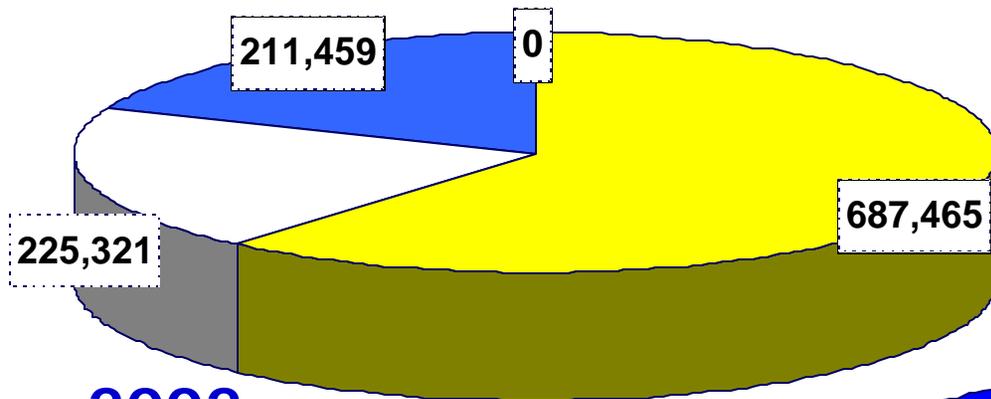
- For web activity, Full Participant schools can choose to receive a response via their SAIG mailbox or via the web.
- All web activity responses are Full Responses. The default response is a web response.
- Schools that would like to receive a web activity response via their SAIG mailbox can modify their web response option on the School Options Information web page.

MPN Processing

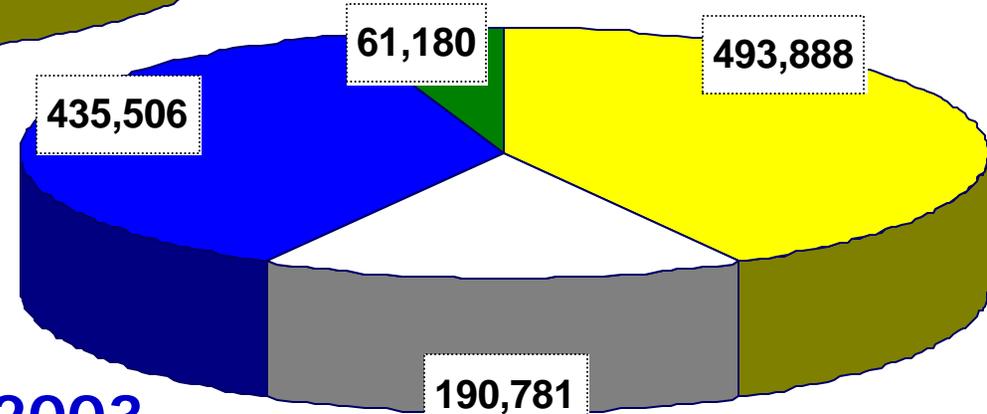
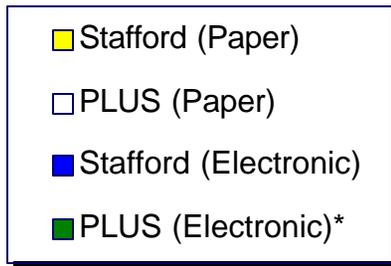
MPN Processing Then and Now



* PLUS eMPN was implemented in April 2003



2002



2003

- eMPN processing accounts for 42% of promissory note processing in 2003!



MPN Processing Paper Processing

- Paper MPNs are processed in Montgomery, AL.
 - Overnight, Express, or Certified Mail:
Common Origination and Disbursement
474 South Court Street, Suite 400
Montgomery, AL 36104
 - Regular Mail:
Common Origination and Disbursement
P.O. Box 5692
Montgomery, AL 36103





MPN Processing

Paper Processing

- After the MPNs are received, the shipping manifest is reviewed and the MPN is imaged into the system
- MPN Imaging
 - Paper MPNs are scanned into the system within 3 business days.
- Shipping Manifest Review
 - Occurs after successful MPN imaging.
 - Manifest review can take up to 10 business days during peak processing.



MPN Processing

Transmitting Data to COD

- Certain data elements are gathered electronically into a data file during imaging of the paper MPNs. Key data elements include:
 - SSN
 - Name
 - Date of Birth
- This data, along with similar eMPN data, is transmitted to COD in a real-time manner.
- COD uses these data elements to link the MPN to an award and then sends an MPN acknowledgment via your SAIG mailbox.



MPN Processing Linking

- Borrower identifier information on the award and the MPN **must** match in order for the award and MPN to link.
- An award is linked to an MPN using the following data elements:
 - SSN
 - Date of Birth
 - First two characters of the borrower's first name OR first two characters of the last name if the first name is blank
- Schools should remind borrowers that they must list the same identifier information (i.e. complete formal name) used to file the FAFSA on applications for **all** types of financial aid.



MPN Processing Linking

- Awards and MPNs that do not link result in a delay between the time a record is processed in COD and the time it is serviced at DLSS.
- Common example of mismatched borrower identifier information:
 - Identifier information on the MPN
 - First Name: William Smith
 - SSN: 111222333
 - Date of Birth: 1985-07-16
 - Identifier information on the award
 - First Name: Bill Smith
 - SSN: 111222333
 - Date of Birth: 1985-07-16



MPN Processing Linking

- The following are additional examples of mismatched identifier information:
 - Transposed First and Last Names
 - Transposed character in SSN
 - Typo or missing character in DOB
 - First initial provided for First Name
 - Punctuation characters in First and/or Last Name
 - Example: Origination: O'Riley
 MPN: OR

- COD is currently developing enhanced MPN and award matching criteria to alleviate these linking issues.



MPN Processing Status of an MPN

- Status of an MPN can be checked on the COD web site:
 - www.cod.ed.gov
- Paper MPNs
 - Schools can check the status of an MPN prior to receiving the manifest.
 - Before checking the status, allow sufficient time for mail delivery of the MPN plus three days for the processing of the MPN.





MPN Processing Status of an MPN

- eMPN information is transmitted to COD throughout the day.
- Schools can verify that the eMPN application process was successful at the following web site:
 - www.lo-online.ed.gov
 - Select 'MPN Review' and enter applicant's SSN and Date of Birth.
- Please contact COD School Relations if the eMPN process was successful and you did not receive an acknowledgment.



MPN Processing Error Processing



- All paper MPN data is validated twice prior to submitting the data to COD for linking to an award.
- Hand-written MPNs increase the possibility of encountering errors and/or linking issues.
- Legally altered data on the MPN should be verified against the award data in COD prior to submitting the MPN for processing.
- MPNs that have invalid altered data will be returned for correction, or if a new MPN is needed.



MPN Processing

Missing an MPN?

- Once COD is notified of a missing MPN acknowledgement or an unlinked award for which an MPN was submitted, the following actions are taken:
 - Mail receipt and delivery is traced
 - Data in COD is reviewed
 - Data in the imaging systems is reviewed
 - MPN storage vault is searched

- Please notify COD School Relations if you believe an MPN has been misplaced.



MPN Tips

Have more questions?

- For more information concerning MPN processing contact COD School Relations or reference the Direct Loan Bulletins on IFAP.

- COD School Relations
 - Email CODSupport@acs-inc.com
 - Call 1-800-848-0978 for Direct Loans

- DL Bulletin DLB-04-03:
 - Summary: Processing of Paper and Electronic Master Promissory Notes
 - <http://www.ifap.ed.gov/dlbulletins/DLB0403.html>

COD and DLSS

**What has been going on recently
behind the scenes?**



COD Delays in Getting Records to DLSS

- Delays with disbursement information appearing in DLSS often occur due to:
 - User Error
 - COD Exception Issues

- User Error
 - If the identifier information listed on the FAFSA differs from the identifier information listed on the loan application, the award and MPN will not link. Unlinked awards delay records from being serviced at DLSS.
 - Schools may forget to set the Disbursement Release Indicator to true. Therefore, COD considers the disbursement to be an anticipated disbursement rather than an actual disbursement and does not send the information to DLSS.



COD Delays in Getting Records to DLSS

- Resolved COD Exception Issues:
 - COD was listing old identifier information on disbursements sent to DLSS after there had been an SSN change for the borrower.
 - COD was not able to match the correct identifier information on a PLUS award with the correct identifier information on the PLUS MPN.
 - COD was attempting to link subsidized and unsubsidized awards with PLUS MPNs.



Pending Bankruptcy

- When DLSS is notified of a pending bankruptcy application, DLSS immediately stops processing the affected loan(s).
- COD performs the following functions upon notification of a pending bankruptcy from DLSS:
 - Inactivates all MPNs dated prior to the effective date of the pending bankruptcy.
 - Rejects all actual disbursements and upward disbursement adjustments received after the pending bankruptcy effective date and returns edit 089 on the response document.
 - Continues to accept all downward adjustments on affected awards.



Pending Bankruptcy

Are borrowers in a pending bankruptcy status able to receive additional aid?

- Borrowers that are in a pending bankruptcy status are eligible to receive additional aid by performing the following functions:
 - Reduce the Award Amount of the affected award(s) to the net actual disbursement amount.
 - Originate a new loan for the additional amount.
 - Create a new MPN for the borrower.





Pending Bankruptcy

How much additional aid can a student borrower receive?

- The amount of additional aid depends upon the status of bankruptcy discharge status of the loan.
 - In a bankruptcy pending status, the amount of the affected award(s) is applied toward the student's annual loan limit.
 - If the bankruptcy has been discharged, the discharged amount is not applied toward the student's annual loan limit.



Top Direct Loan Edits

What they mean and how to avoid them!



Identifier Already On File Warning Edit

- Who it affects:
 - Full Participants: **Edit 015**
- Message:
 - Corrected Value Same as Original Value
- What it means:
 - A record is submitted with a change to either the SSN, Name, or Date of Birth and the data contained in the change field is identical to the data already on file for that person.
- How to resolve:
 - No action required.
 - COD is experiencing a high volume of edit 015 because schools are sending originations for the new award year with all of the identifier elements populated. COD will send edit 015 if the student already exists on COD with the same identifiers.



Anticipated Disbursement Warning Edit



- Who it affects:
 - Full Participants: **Edit 054**
- Message:
 - Disbursement Date within 7 days or Passed, Disbursement Release Indicator set to False
- What it means:
 - School has submitted an anticipated disbursement within 7 days of the disbursement date. Disbursement has not been funded.
- How to resolve:
 - No action required.
 - If the school intended to send an actual disbursement, record must be resubmitted with the Disbursement Release Indicator set to True.



30 Day Reporting Rule Warning Edit

- Who it affects:
 - Full Participants: **Edit 055**
- Message:
 - Disbursement Information Received 30 Days or more after the Date of Disbursement.
- What it means:
 - An actual disbursement record was received and processed more than 30 days after the Disbursement Date reported on the award.
- How to resolve:
 - No action required.
 - The Department is monitoring edit 55 for compliance with the 30 day reporting rule.



Duplicate Adjustment Warning Edit

- Who it affects:
 - Full Participants: **Edit 059**
- Message:
 - Duplicate Adjustment Information on File
- What it means:
 - The disbursement number, amount, date, and disbursement release indicator equal to 'true' are already on file at COD.
- How to resolve:
 - No action required.
 - If you are attempting to make a change to the disbursement on file, update the information contained in the disbursement adjustment and resubmit the record.



Duplicate Disbursement Reject Edit

- Who it affects:
 - Full Participants: **Edit 058**
 - Phase-In Participants: **Edits DLD-M or DLD-P**
- Message:
 - Duplicate Disbursement Information on File
- What it means:
 - The reported disbursement number, sequence number, and disbursement release indicator are already on file with COD.
- How to resolve:
 - If you are attempting to make a change to a disbursement and receive this edit, resubmit the disbursement with a higher sequence number.
 - In some instances, COD incorrectly sends this edit when resolving stuck batches.
 - Schools may receive this edit if they resubmit a record which was previously submitted in a stuck or missing batch.



Incorrect Net Disbursement Reject Edit

- Who it affects:
 - Full Participants: **Edit 063**
 - Phase-In Participants: **Edits DLO-27** or **DLD-07**
- Message:
 - Incorrect Net Disbursement Amount
- What it means:
 - The Net Disbursement Amount reported by the school does not equal COD's calculated amount.
- How to resolve:
 - Verify Net Disbursement Amount reported by the school does not equal COD's calculated amount.
 - Reminder – Full Participants must submit the Gross Amount, Net Amount, Interest Rebate Amount, and Fee Amount when submitting a change to a disbursement.



Missing Something?

- Several commonly hit COD reject edits are due to missing information on a Common Record submission.
- Commonly hit reject edits include:

Full Participant Edit Code	Phase-In Participant Edit Code	Edit Message
020	DLO-6, DLO-40	First and Last Name Blank <i>(Note: Last Name Required for Direct Loans)</i>
021	DLO-02, DLO-20, DLO-57	Address is Incomplete
042	DLO-33	New Award Type Submitted with a Zero Award Amount

- How to solve:
 - Review the Common Record submission for missing data elements. Resubmit your record with the above fields populated.



Problem Edits

Edits 41 and 67

- Messages
 - **041:** Changed Award Amount is Less Than Total Disbursements
 - **067:** Incorrect Disbursement Amount
- What's going on?
 - COD is incorrectly rejecting attempts to inactivate a loan by reducing the Award Amount and the disbursement amounts to \$0 in the same Common Record submission. Schools experiencing this issue may receive edits 41 and/or 67.
- What can I do?
 - Until this issue is resolved, schools should inactivate a loan by first reducing all disbursements to \$0 and then reducing the Award Amount to \$0 in separate Common Record submissions. If schools are still unable to inactivate a loan through separate submissions they should notify their COD School Relations.



Problem Edits

Edits 116 and 012

- Messages
 - **012:** No Eligible SSN and DOB Combination Match Found On CPS For Student
 - **116:** SSN, Date of Birth, and/or Last Name have not been updated in the COD System
- What's going on?
 - Identifier information is not updating correctly in the COD System when a 2003-2004 loan origination is submitted for a student whose identifier information has changed since their previous award year loan. The 2003-2004 origination contains the updated student identifier information, but is returned with warning edit 116. Any change records and disbursements that are then submitted for that student and award year reject with edit 12.
- Is it resolved?
 - COD is currently determining the affected population and performing a root cause analysis of this issue.

COD Edits Affecting EDEExpress

Look for the EDEExpress Direct Loan/COD hands on session at the Spring Conference – Session #28!



First Disbursement Date Reject Edit

- Who it affects:
 - Full Participants: **Edit 052**
- Message:
 - First Disbursement Date Must Be the Earliest
- What it means:
 - The date of the subsequent disbursement is not on or after the first disbursement.
- How to resolve:
 - This reject often occurs if schools submit the first actual disbursement (Disbursement Release Indicator equals True) in the same Common Record submission with a subsequent actual disbursement.
 - Delete the rejected actual disbursement with the higher disbursement number (Disbursement Status equals E), and export remaining disbursement in a new Common Record document. This will send only the first disbursement to COD. Once the disbursement is accepted, then submit the later disbursements.
 - Make sure that the first anticipated and actual disbursement dates are earlier than subsequent anticipated and actual disbursement dates.





No MPN on File Reject Edit

- Who it affects:
 - Full Participants: **Edit 081**
 - **Note:** Edit applies to Pushed Cash EDEXpress schools only
- Message:
 - No Promissory Note on File
- What it means:
 - The Disbursement Release Indicator equals True but there is no MPN on file for this award.
- How to resolve:
 - An MPN must be processed and accepted at COD prior to submitting any disbursements for the award.
 - If the MPN has been submitted to COD recently, resubmit the record at a later time.
 - If there is an MPN already on file for the award, confirm that the identifier information on the award matches the identifier information on the MPN.



Mismatched ISIR Data Edits

Reject Edits 11, 12, and 24

- Messages:
 - **11:** No Eligible SSN, DOB, and Last Name Combination Match Found on CPS for Student
 - **12:** No Eligible SSN, DOB, and Last Name Combination Match Found on CPS for Student.
 - **24:** Reported CPS Transaction Number Does Not Match CPS
- What's going on?
 - The identifier information, SSN, DOB and Last Name, and/or the CPS Transaction number is not found on CPS.
- What can I do?
 - Use the COD web site to review the CPS matches for the student and then compare the information contained on the rejected record with the identifier information contained on the corresponding ISIR.
 - Resubmit the record with the updated CPS Transaction number, and/or identifier information.



EDEExpress and COD

- EDEExpress and COD sometimes differ in their ability to perform certain functions.

EDEExpress

- Award year specific Common Record processing using award year specific message classes.for 2004-2005
- PLUS Endorser amount on Common Record response is not currently imported into EDEExpress.
- Supports certain Pell origination and disbursement activities and Direct Loan disbursement activities on the COD web site.*

COD

- Multiple award year Common Record processing using message classes for award year and/or program specific data.
- All fields returned to allow for software specific processing of the returned data.
- Ability to accept and process all COD web activity.

* For more information, please see the following Electronic Announcement:
<http://ifap.ed.gov/eannouncements/1222DLWebMessage.html>

School Feedback

It's your turn!



Contact Us!

- E-mail CODSupport@acs-inc.com
- Call the COD School Relations Center
 - 1-800-4-PGRANT for Pell Grants
 - 1-800-848-0978 for Direct Loans
- COD Web Site (www.cod.ed.gov)

