



**[ROBERT VALLAS:]** This presentation, to be really, really clear, is covering the online portion of the common origination disbursement system. Basically, we are going to walk through a lot of screen captures of the system, as imperfect as it is, and discuss what you can do online in COD to facilitate your direct loan process, okay? That's the key here. We are not going to be talking extensively about sending and receiving batch management or I should say responses. That's another session. For this one, we are going to be looking at COD online. And specifically, what we are going to be doing is walking through certain tabs in the software, the person tab, the school tab, the batch tab, services and we will also be talking about resources and we have resources in the slides at the end for you to utilize in terms in phone numbers, websites, etc.

So that's our focus for today. And before we jump into the software, I just want to talk to you a little bit about the direct loan processing cycle. And this is, in simplified terms, a cycle. You have to create an origination record, which is equal to a loan certification FFEL, including the borrower and demographic information, loan amounts, etc. That record, and as we go through this process, remember COD is the other side of the equation. When you create all of this information, it is being sent to COD, getting processed and sent back to you. So, we have to originate. A promissory note has to be generated for the borrower, be it a paper or electronic promissory note, master promissory note, that's dependent on your processing system and how you want your borrowers to fill out their promissory notes. That promissory note has to be accepted into COD. And then you send disbursement records, and those disbursement records of actual disbursements and adjustments to disbursements come to the COD and get returned to you. Once these three things happen, once we have that complete origination, accepted origination record, accepted promissory note and accepted disbursement, the loan books, okay?

Booking is the process whereby basically you no longer have any responsibility for that disbursement and/or entire loan, okay? It is going to go to servicing and start the back end of the process, that is, be collected, okay? So, what we want to do in direct loans is basically book those loans, get them, move them to servicing, so that they can go on in the cycle of the loan cycle.

How many people are in COD right now? I mean, not right now, but okay? You all have user IDs and you all have passwords? Basically, what you need to do and many of you have done this, is you need to have a school security administrator designated on your campus for direct loans. And remember, when I say campus in this room, we have everyone, it might just be one person, it might be a phalanx of eight who are taking care of direct loans, so some of this might not apply to you obviously, because everyone has a little bit of a different situation. The key here is that you have a school security administrator. That school security administrator can manage all of the other accounts if you have more than one person at your institution who is using COD online, and basically assign certain tasks that they can go in to do in the system and other things that they can't do. We will talk more about how you can figure out what to have your people do and how it would be done. We have an announcement here that discusses



for those of you who are not in COD how to enroll in the system, and we will get into more of this in a minute.

This is the first screen of the COD's website, okay? This is the welcome screen. At this point, we haven't entered a user ID. Any of us right now with a laptop right now could go into the welcome screen and get some information. There is a login button. We are going to log in to the system in a moment, but before we do that, we are going to talk about this blue hyperlink right down here. Click here if you are looking for more information on COD. And when you click on that, you are going to get pulled into a list of files that you can download, and I am just going to go through five of them. The first one is the COD frequently asked questions. This is a PDF, and this is updated every 90 days. COD processing update for direct loan and grants. This is another PDF, but this one is updated on a weekly basis and it just talks about any processing updates. Down here, COD website access for schools. If you are a new school, if you have not yet (I wish we had a laser pointer and I don't - jump over here, right here, number three). If you have not enrolled, you can go there. You can download this Word document and it will walk you through the process to get enrolled in COD. Here is the COD website user role chart. This is basically where you can go in as the security administrator and set parameters for your people so that they can do certain things. You might have someone in your business office, you can look at the disbursements, what have you. Whatever your process is, that is where the security administrator can learn how to sort of manage your user's access in the COD online. And finally, we have the computer-based training program for COD. We can go in and do web-based tutorials.

Okay, now if we hit that login button on the welcome screen, basically it allows us to enter the system. You need a user name and password to get in the system. You enter those basically and you get to the system. Now, the user name and password is system generated. We send them out and you have 24 hours to activate that user name and your password will expire every 90 days and you will get an email reminder if you are not going into the system all of the time telling you that your password is going to expire, which is a really nice feature. It is really nice if you don't have to go into the COD that often. You can reset and unlock your account from here. Basically, when you sign up, when you get your user name, when you enter that for the first time, you are going to go in and enter three challenge questions, and basically the reset password and unlock account will pull you to those challenge questions where you can enter your challenge questions and get a new password sent to you if you have forgotten your password or it has timed out. Also, the security administrator, that person we were talking about earlier, they can unlock accounts, as well. If the security administrator locks him or herself out, they have to go through these steps. It is sort of a hierarchal process.

Okay, so now we have entered our user ID and password and now we are in the system. You can see across the top that basically we have different paths that we are going to talk about in the session that we mentioned on that first slide, and before we jump in there, however, we are going to point out a couple of things. First of all, there is a user tab. This user tab takes you in where you can just enter and you can update



your demographic information. You can change the challenge question. You can update your password, change your password, so that is always there for your use once you get inside the system. Also, there is COD news, and you can see that we have listed hyperlinks of things that are happening in COD, okay? COD, it takes all of the data for all of our grant programs, Pell, ACG, SMART and TEACH, as well as direct loans, so we will see a lot of stuff on these screens that does not necessarily apply to our direct loans today, but this is how the system will always look.

Okay, now I am going to focus the rest of my time on the person tab and then I am going to hand it over to Matt and he is going to take you through the rest of the way. At this point, we have clicked on the person tab and you can see on the left-hand side we have different selections. COD is student-centered, meaning that when you pull up a student, all of the information related to that student is going to be there in relation to loans and grants, as well as across the award years. You can get to all of this information. Here, we are basically going to do a search and just enter. You have two ways of getting to a borrower. You can enter the SSN, or you can do the name, either one. PLUS loans, they are going to be in here under the student, okay? You are going to get to access that information and we are going to see that as we go through the presentation. Okay, go ahead then, next.

Okay, we have entered the person. We are now reviewing that person. We are looking at the detail on the left-hand side. It is in gray. Basically, that is the tab of the information that we are in. We see all of the relative information, and here is the borrower's demographic information, okay, we've got that. And now we have gone to all awards over on the left-hand side, under person info. It is under all awards, and we are looking at all of the student's awards. We are looking at by award year, and you can see that we have all of the grants, as well as the loans, okay. In this case, the student has direct loans for the '08-'09 award year in these award years in these dollar amounts in sub, unsub and PLUS. And now we have clicked on, under all awards, the direct loan specifically so that we can look at the borrower's direct loans. And note the opening award year on the top says all, so it is just a listing of all of the loans for this student. We have a subheading of year '09-'10 and year '08-'09 and it gives us a lot of information. It shows us our award ID. The award ID is the student's social security number followed by a U, a P or an S, for unsub, PLUS or sub followed by the award year, the trailing year, so at the top we see the 10 coming down, so it is 0 and 10, and then we have our G-codes for the school, G1, 2, 3, 4, 5 and then the sequence number for the award. Okay? And over on the far right, if you don't want to look at the P's, the U's and the S's, we have archives, we our subclass and sub. With the PLUS loans, this is going to be the borrower's ID. In the case of grad, the same borrower. In the case of the parent, it is still going to be the borrower's social security number that is used on that loan ID, okay? Notice that these are all in blue, so these are all hyperlinked, as well. From this screen, you can go into an individual loan and get more information on it.

So we are going to go head and click on one of those, and now you can see that we are in award detail information on the left and it also tells up at the top award detail information. Note the return to, also. I use this a lot on not just this website, any



website. This always shows you the level you have gone in from bath list to batch detail to person detail to direct loan awards, so you can always use those to click and basically back out of the level you have driven through, okay?

Here we see the award detail information. There are a couple of things I would like to point out. The awards start and end date four lines down is the loan period versus the academic start date, which is the student's academic year. As well, you can see that we have a booking date, June 29, 2009, this loan booked. Okay? And there is a lot of other information on there. And remember, you really can't break the system. You can go in there on a borrower and click around, go in, drive down to get up the system. It is not going to hurt anything. Okay?

Here we have gone into a specific disbursement. We basically clicked on the detail over here under the disbursement information under award information, the gray disbursement, and we are looking at a specific award disbursement for a specific loan. Okay? It shows us our actions right down here. It shows us that we have two disbursement dates. The first disbursement date, the dollar amount is zero. The second is \$1750. Now, from there we are can to drive down farther, it is hard to see but the numbers on the left-hand side, 1 and 2, those are hyperlinks. So we are going to click on the 1, and we are going to find out what is going on and we are going to go into the disbursement history for that specific disbursement. And here you can see, again, the award amount versus the disbursement, the gross amount is zero. We can see that it has been disbursed. We see a sequence number of 66. We will talk about that in a second. That is an important thing to note, sequence number 66, okay? And you can see on the left, now we are going to go into history for that, but first we need to do the detail. Let's go ahead and jump into the history Matt. Now, the history is just that. It tells you for this given disbursement for this borrower, what has happened to that disbursement? Have there been any adjustments? What's going on? So you can see here that we have a gross disbursement of \$1750 on June 29, 2009. Our disbursement date is June 25, but then the school batched it up, so they sent it to COD. It got accepted, and there was a response date of June 29 and that disbursement booked on June 29. So, there is an accepted origination record, there is a prom note. There is an accepted disbursement in the book. But, then something happened. We don't know what happened, but we know that there was a second action that happened on this disbursement. That sequence is a 66. Now what that means is that this school went into COD and made a change to this disbursement online. Anything from 66 to 99 in the sequence numbers are going to be something that happened to that disbursement online versus through your regular processing, entering information in your own system and sending it over the student aid internet gateway to your mailbox up to COD and then getting that response back and pulling it back to your system. So we know that this was done and it also tells us that it was an adjustment. So, basically the school went in and they adjusted this disbursement to zero. Note that there is a new booking date for that of September 24 and note that the response date and the book date and it is all kind of happening at the same time. The action date was the 24th, the response and the book. This all happened online, so it is all instantaneous. Okay?



Okay. So that's the disbursements. This is a quick run through disbursements. Now we are going to talk about promissory notes. I need to go a little bit backwards here, so stay with me. What we are doing right now is we are looking at the results of a promissory note search in COD. You can see that the ATS/Pnote search is in gray. That's where we are, and you can see that we can return to the Pnote search results. So we have actually clicked onto an MPN that basically came up in our search. We are going to actually do a search in a minute. First we are going to look at the results. Here, basically you can see all of the demographic information on these MPNs, and you can see down here there is a typo in here. This guy right here has a U for his award ID, it should be an S. But other than that, that little mistake, these are all kind of marked up, this is what we have to do, you can see an MPN. Now, for MPNs, the expiration date is initially one year from the date that we received the MPN from the borrower who has completed that MPN online, okay, it is one year. Once a disbursement is linked to this multiyear promissory note, the expiration date jumps to ten years in that first disbursement that you see here. So you can see here that the MPN received date was 2008, and then the disbursement came in and that pushed that expiration date to 2018, okay? As it says here, there are four loans that are linked to this one MPN. Now, if an MPN is completed online electronically, you can go and look at that signed promissory note. There is a PDF that this will link to. The arrow is a little low, but basically it is pointing to the view signed promissory note in blue under the big blue banner, and so if we click on that view signed promissory note, it will take us to the actual promissory note that has been scanned in when that MPN was completed. Now, again, depending on your process, depending on student preference, you may have electronic notes and you may have paper notes, okay? You can only use that function when there has been an electronic MPN scanning of the system and not the paper note.

Okay. Before we get back to promissory notes, we are going to take a slight detour into the correspondence subheading over under person info. This is basically person correspondences and correspondences that have been sent out to the borrower. The borrower acceptance letters, our disclosure statements that have gone out from COD and so you can always go in and view that information on the borrowers to see what is happening to troubleshoot any problems, because we never have problems. Okay.

Now we are going to jump back and get back to our promissory note via the credit check. Now, every PLUS loan has to have a credit check run, okay? And you have to have written permission from that borrower to run that credit check. Again, your process is going to be different. Everyone's process is going to be different, okay? Just a couple of keys are that written permission comes in the form of an accepted multiyear promissory note, in the case like an MPN that we saw earlier, I don't know if it was actually a PLUS, but once you have an accepted MPN, that gives you authorization to run credit checks over that ten years that that MPN is in effect. Okay? You can also just get written permission from the borrower.

At this point, we can run a credit check on the software online. Again, I just want to emphasize, if you do that, you have to have some sort of written permission from the borrower, okay? In this particular case, we are actually not going to run a credit check,



we are going to do a credit check search, so we are going to see the results of credit checks that have already been run on this particular borrower, so enter the SSN, if we hit search and it takes us to credit check information and basically gives us the information on the credit check decision that was run, okay? So it happened to be accepted. Also note at this point, remember earlier that those PLUSes were stored under the student's social security number. Here you would have to use the actual borrower's social security number, so if it is a parent PLUS, you have to use the parent's social security number and not the student's.

Just before we jump from credit, I just want to mention one more thing; that you can run credit checks online. The other way credit checks are run is through the origination process, when you originate a PLUS loan and it comes up to COD a credit check gets run through that. When that gets run, the results of it are sent to the borrower. They get a package for an endorser, etc. If you run the credit check online, the borrower is still informed of the results of that credit check, but they are basically told that they don't get that full package that they get through the origination process. In that case, the borrower is going to basically be told to come and talk to you if they want to pursue the loan, okay?

Now, getting back to when we looked at that promissory note earlier, that came from a search that we did, so I am going to talk a little bit about how we search for promissory notes via online. There are five different ways that you can search for promissory notes. We are going to use the first one, the SSN where you basically enter the borrower's SSN, you hit search and promissory notes will come up. Linked or unlinked notes, okay? A linked note is a note that basically is associated with an award. An unlinked note isn't associated with an award. You can also enter the MPN identifier. So whether or not that particular MPN ID, whether or not it is linked or unlinked, it will come up in your search. You can also look for just linked promissory notes by entering the borrower's last name and first name. That's the third gray box. You can also enter first name, date of birth and that will give you unlinked promissory notes. That's our fourth box. And, finally, you can run a search based on your school and bring up all of your promissory notes that are associated with your school, linked or unlinked, by entering your entity ID, your number basically, you can use your G-code and you can go to the dropdown box and you can get your G-code or EID code, whatever you want and a date range, so it will tell you all of the linked and unlinked notes that came from that time history.

Okay. And when you run that search, remember we are using the SSN, the first gray box, this is what it looks like. It returned two records for promissory note search results and note the MPN ID. Again, we have another code. The MPN ID has an M, as in Mary, in the first example, or an N as in Nancy and those delineate whether or not that particular MPN is a sub/unsub or a PLUS, okay? And then it further tells us over here what kind of PLUS it is, be it a parent or grad PLUS, to the right, the type indicator. Okay? So there are basically two promissory notes there under this person and, if we click on the middle link, it would take us back to that original site that we saw back a ways where we were actually looking at the MPN and we were able to go to that PDF



version of that MPN. Okay, and this is an example of linked and a search for product-linked and unlinked notes, okay. This note that we have again, the MPN ID, the M or the N delineating whether or not it's a sub, unsub or a PLUS and whether it is a parent PLUS or a grad PLUS. Note also that we have pending linked and unlinked and whether or not its linked or unlinked determines whether or not we get the full name of the student or the, I just lost it sorry, or the first two letters of the first name. Okay, and is a quick little gander through the person tab. Now I am going to hand it over to Matt, and he is going to take us the rest of the way.

**[MATT STAPLES:]** Okay, let's give this a try here. Hi, I'm Matt Staples, like Rob introduced me, and hopefully everybody can hear this, I haven't done this in quite some time. What I am going to talk about in my section, I am going to go through the school tab for you, talk about the batch tab, as well as go into some of the services and talk a little bit about some of the report features that are available on the COD website and this, the screen right here what we have is, if you look at the top, on the right next to person, Rob talked about person and we are going to pretend like we have already logged into COD and after you log into COD, this is going to be the first thing that you will see when you click on school and after you log in, you still have to put in your school information. So, you are going to go up here to where it says entity ID and you are going to type in your specific school's information, be it an OPE ID, which is what most schools are familiar with, or a COD ID. There is Pell ID, but if we were to use our example here on the screen, we would need to type in a COD ID and then click on search. You can also type in your school name if you want to, but that becomes a little bit difficult because schools have common similar names and so forth, and we will get a list of a bunch of schools on the next screen. And then you click on search. Notice down at the bottom, where it says default program, default award year. You can change that. Right, now we've got it set for Pell, and that is the default for everyone who is going into COD. You could change that to direct loans if you want to if you plan on only working with direct loan information, and if you do so, every screen that you come to will pull up direct loan information first rather than the Pell and for the same concept with the award year. If you are working with '08-'09 information, you can change that there and it will stay that way until you change it.

Okay, so we have clicked on that search at the bottom that I just mentioned, after putting in our school entity ID, this is what they see here. This is a good screen, it is a good snapshot of your cash information, what you have currently for this program year; in our case 2009-2010, as well as our default program, direct loans. So, if you look over here, you can see the information that it is giving you as far as cash information, so it is a good snapshot of where you are with your cash in terms of what you've drawn down from G5 for direct loans and what you have reported as disbursements. And we will talk a little bit more about cash activity here in a minute, but that is a good snapshot. I also want to point out, on the left-hand side, this contact session, this is good to keep this up to date, so you go into your COD and you look in there and you see that, oh, a Mary worked here six years ago and she hasn't been there since then, why is she in here? You can go to, depending on your access level, what you have under your user ID, you can change that information by going up to the financial aid contact on the left-hand



side, which is under school summary, and some of the buttons you can click on update and change to those names and contact information on that screen. Others you can't, you have to go out to the [ Inaudible ] .ed.gov website. Like, if you're president or you're chancellor, those kinds of higher level positions, you have to change that through that website. But make sure that stays current, because that is a good way for us to be able to get a hold of you if we need to ask a question or if you, as a financial aid administrator, if you need to get a hold of somebody from another school. Let's say there's an issue with a borrower who attended another school, you can go into their information and find out who to contact. Now, this is our school options screen. I don't know if you can see it, you may not be able to see it from the back, but the screen that we are always on is the one that is grayed out, the link is gray where it says options, it is the fifth one from the top there, and I highly encourage you before you, those of you who are going to be participating in direct loans soon, make sure that you look at this screen and make sure that it is exactly how you want it to be set, because this affects how you process your direct loans, and I just want to talk about some of the features that are here so that you are aware of what they are. We have, let's see here, right here, I am going to start with promissory notes, type option, where it says multiyear, and this is the default for all of our schools. Basically, what this is saying is that your promissory notes are good for multiple years; it is not just for a single year. So, if a borrower gets a note at your school, fills it out on the eMPN website, it can be used at any other direct loan school. It can also be used for subsequent years at your school. You do not have to have them fill out an MPN every year. Now, if you want that to be changed, it is my understanding that you would need to contact the COD customer service staff and they will change that for you, if you want that to be a single year, and keep in mind if you do that, that loan for that MPN, it is only good for that loan period. So if a borrower needs another loan, they have to fill out a prom note again a second time or a third, or however many. So that is something to keep in mind.

The next one I want to mention is the web activity response option, and right now you can see that it is set for N, for no, and what this is referring to, as Rob mentioned earlier, that you can actually go out on the COD website and make changes on your borrowers right there online. You can actually create disbursements, create originations and we will send you a response electronically through your SAIG mailbox. If this is at a lock for yes, if it is at a no, then we are not to send you a web-based response, okay? So make sure that you are doing activity that number one, have that set, but number two, and this is really important, is that your system, whatever you use for your direct loan processing, can receive those files because some of the software vendors out there, they don't import those into your system. In which case, if you do make changes on the COD website, it is important to keep what you have in the financial aid processing system synchronized with what we have in the COD and so, you want to go ahead and make those changes in your software, so that they net. It is probably not the best idea, especially if you can't receive them, [ Inaudible ] for what that's worth. Make sure you check with your software engineer to see if they can receive those [ Inaudible ].

Okay. Let's see here. The next thing I want to talk about is the promissory note print option. We have that in here on this screen set to it again for no, and what this is



referring to is COD will print promissory notes. We are talking about the paper promissory notes for you when this is set at a Y. So this is the default for no, and what that means is that you're saying, in this example, our school is saying that we are going to print the paper promissory notes for the borrowers who are going to use the electronic master promissory note, one or the other.

The other thing is that when you send in your loan origination record to us to establish an award or a loan, there should be a field in your loan origination records that tells us that you want COD to print that note for us because sometimes you will have that happen where a borrower will request a paper note, even if you want to push it electronically, and we highly encourage that, as far as minimizing errors and the time that it takes to get the prom note configured and everything, it is the best way to go, but every now and then you are going to have borrowers who just insist on seeing their paper, you know? And if that's the case, you are required by law to give them the paper, you have to provide that to them, so what you can do is you can send in the loan origination record. There should be a field in your processing software that tells COD you want us to print that note for you, and we will send that paper prom note to either the borrower directly or to you as the financial aid officer, there should be two options available.

So, in other words, we are going to look at that loan origination record first. If it says Y, that you want us to print it, we will go ahead and print it.

So prom notes, again, let's see, and the same thing goes for the disclosure print option is the same concept. Most schools have the COD print the disclosure statement and send it out and that is why we have the default setting at that Y.

Okay. We don't have this on this screen, but I wanted to mention for electronic master promissory notes, there are some features and options that are unique to your electronic master promissory notes processing, one of which is that you can set up a customized email to go out to all of your borrowers, and once they complete the electronic master promissory note, an example of what this might be is: Congratulations, you have completed your eMPN, now contact this member or go to this website to complete your counseling, as an example. You can customize it up to, I believe it is 250 characters, and you can state whatever you want and the way that gets to a borrower is they provide an email address in the electronic master promissory note website, so there is a place in there where they can put in their email address if they want to. And, again, that would go automatically to them. The other thing that's in there, on this screen unfortunately we can't see it, it would be further down, is that you could set it up so that a loan origination record is required for a prom note to be included and a lot of schools do it this way where they want to have the loan established first before a student can go in and complete a prom note. So, in other words, if the student goes in to that eMPN and there is no loan origination record on file, if you have it set up this way, they will not be able to go through the eMPN. Or, you can allow your students to go in at any time night or day if they want their prom note, it doesn't matter, and then you can send them a loan origination record after the fact. It's up to you. If you do it



that way, we will notify you through your SAIG mailbox that Johnny or Susie has completed the eMPN, so you will be notified when that's done and then you can proceed with the loan processing.

The other thing I want to mention is the school name. You will see the name of your school, how it appears on the eMPN website, and you can change that if you wish to change how it looks. You might not like how it's written, that it is not [ Inaudible ] or whatever it is, you can change it. The only caveat to that is that it is a 30-character line, so you know if you've got a really long school name, you will have to figure out a way to abbreviate.

And the last one on this, on the school options is multiple locations. A lot of schools are getting a lot of calls on this, if your school is located in multiple states, one thing you will notice when you go out to the eMPN website is that you have to select state first and then when we do that, we will provide you with a list of all of the schools that are in that state. But then the question is, well, what if my school is in not only Tennessee, but in Kentucky and in Georgia? Well, you can select in here where it says multiple and it will actually appear in all 50 states, so it is either one state or all states, so, you know, that is something to consider, as well. So take a look, I didn't cover all of the features that are shown on this screen, but take a look at those at some point before you actually begin processing next month to make sure this is set up the right way.

The next thing I want to take a look at is the cash activity. (Did I miss a slide?) (Did I skip a slide?)

Okay, my apologies, I thought, for some reason my notes didn't have that, I don't know why. Okay, so this is what I was talking about, the multi-year, the web activity, okay, prom note print option. Okay, go ahead. Okay, so here we are on cash activity. Notice that it's down there where it's gray down there. This gives you an idea of what your cash is at your school. What we mean by cash is the receipts that you have drawn down from G5, any money that you've pulled in, as well as any excess cash that you've gotten or your business office has gotten. You will see these in this screen. You notice it's got the date and it tells you how much it is and it gives you all of this other information on here. It also tells you whether or not that cash has been substantiated, and that's a term that we use for if you have drawn down \$100,000, we want to make sure that you disperse \$100,000 or you return, so it what matches \$100,000. You can see in this example up here, the school has gone down \$100,000 but only this amount has been posted in disbursements.

This information comes from G5, and it is posted as of the previous night, so if you are in here trying to figure out what's going on and your business office has done a draw down that morning, it is probably not going to be in here, okay, so keep that in mind. At the top, on the right-hand side, there is a little link there says printer friendly. If you click on that, the report will actually show up in a vertical, so it's done in a horizontal, you will notice here the way it is set up right now, it is not as user friendly, because you have to scroll all the way to the right and I find that if I click on that printer friendly, it will actually



give me kind of in a report format, and you can print it out if you want to. And there are reports in G5 that you can use that you can compare with this and it makes for a good reconciliation tool. So, and most of you are going to be going to the direct loan reconciliation section here, they will probably talk about this, but it is important to be able to reconcile what will be drawn down from G5 with what you have in your school system.

Okay. This is the next screen I want to talk about. It is like [ Inaudible ] cash activity. This is called the yearly totals, and you will notice on this, it is not broken out by program year or program type. We have all of your Pell awards at the top, then ACGs, SMART, TEACH and then direct loans and it is broken out into the different loan types. This is what we have for your school for that particular year and notice how I give you all of the dollar amounts of what's been awarded, all of the dollar amounts of what's been disbursed and the number of recipients. And I've been told that for auditors, that if they ever ask you the question, well how many students did you disburse to in Pell for such and such a year? This is a good place to go to show them. This is what we have in our system, what's been sent to us. It's in a duplicated count and an unduplicated count, meaning if a student has more than one loan that...

[AUDIENCE:] [ Inaudible ]

[SPEAKER:] I believe it counts all loans, unduplicated. That's Tom over there. He works at COD, so he is here to keep us honest.

Okay, so those were the screens that we wanted to show on the school tab and let's go ahead and click on the next screen here and this is going to be, I take that back, this is under the school tab, as well, but we are talking about reports right now, and this is the last one on the left, report selection. And you notice the name of all of the reports. We do have a very pretty thorough session that we are doing here at the conference called direct loan reports and we can talk about [ Inaudible ] all of these reports, but I do want to point out how you can go and change your options for these. Notice at the top, we still have our program direct loan and award year. You can change that if you need to. And then, if you need to change any of how you receive, this is telling us you want to change how it is sent to you. Most of our reports come in a preformatted or a fixed length or a common limited, and those of you who know a lot about the technical aspects of that and so forth, like for example, a common limited usually you can use with Microsoft Excel and import it pretty easily and you can manipulate the information in terms of how you want it to appear and things like that. Whereas a preformatted report just shows you its there and you cannot change how it looks and so forth. Some of our options also allow you, I'm just looking here. Some of these have fixed lengths that we have chosen, some of them are preformatted. Some options have do not distribute if you don't want to receive that report. If that's not available, then you are supposed to receive that report, but that is something that is a possibility. Once you have changed how you want to receive these, that will be affected by the [ Inaudible ] and we will talk about the 30-day warning report in a few minutes, because the one at



the top, the 30-day warning, comes out monthly, so if you change it in the middle of the month that one comes out the next cycle. And then all you would need to do is click on submit right down here at the bottom. I just mentioned reconciliation a few minutes ago, one of the, actually the most important report that you are going to get from us on a monthly basis is the SAS, and that stands for school account statement. If we were to click on this blue hyperlink, which is what we are going to see next, modify SAS options, we can [ Inaudible ] and that will give us the next one. I do want to mention, though, to make sure that whatever you change your reports to, be it on this one or the previous one, that you can receive it into your software, just like we talked about earlier with the grant activity responses, make sure that whatever financial aid processing system you use can receive whatever you are changing, and so you have the technical support to be able to read your reports and then use them for what they are supposed to be used for.

Okay, this screen tells us how to change the SAS options. This SAS is run once a month. It is run on the first weekend of every month, and it will contain data that was sent to us by you in the previous month, so it is going to have all of the direct loan data, be it loans, disbursements, cash activity, up for the last day of the previous month. Okay? So this is what you will get and will be sent to your SAIG mailbox. It's a reconciliation tool and the way I like to look at it is it's kind of like a banking account, like balancing your checkbook, for example. You are going to get that once a month and you will look at what you have in our system, COD, and then compare with what you have in your school's system, okay? And, like I said, the direct loan reconciliation presentation will be a big one that will go into more detail on this. But notice how you can change how you want to receive this information. We have over the drop-down that we are showing year to date or both monthly or year-to-date, you can choose between those, and there are some other options, the disbursement detail, whether or not you want to actually see the disbursement, everything at the disbursement level or loan level, and then whatever you have chosen to use for your options. This way you can click on update at the bottom and then on the next installment of that report, those will be changed.

Okay, so we've spent a little bit of time on the school tab and now I want to talk about the batch tab. You will see the little orange at the top, it is the third one on the menu choice, and in direct loans it is very similar to Pell in the sense that when you send us data, originations, disbursements, you will send it to us in what are often referred to as batches, and some of our military refer to as documents. Common record is another way to think of it, [ Inaudible ] but it is all pretty much the same concept. It is like an envelope, and you are sending something to someone else in the mail. You can put in one bit of information in one letter, or you can send multiple ones. In the same vein, you could send just one student or you could send multiple students in one batch and you can also send multiple record texts, so you can send Pell and direct loan in the same batch to us to COD. It is all brought in to the system. And so, after you send it to us, you might ask the question, well what is the status of my data that I sent to them? I don't know, I haven't received a response or maybe it doesn't quite make sense, I have heard of rejected records, and this is how we would further do research on your



batches. Keep in mind that these are only batches that have been received into our system and so if you haven't sent it, obviously, we won't have it in here.

I want to point out three sections at the top and the middle and the bottom. The top section, you can do a date range research. If you know that you were sent a batch in the month of September, you can put in something from September 30, for an example. You can do it for longer than that, but there is a limit of 60 days. So, if you have to go back further, you're going to have to do multiple searches. Another way to search is you can type in the document ID, and that would give you just that document. Now if you use the date range search, obviously if you send in multiple documents you are going to get multiple documents on that screen. Or you could put in a social security number. Let's say you want to look up Suzie's record and what happened to her. Did her record get accepted? Put in her social security number. You can also put in, down there at the bottom that you only want to see rejected records, for an example, that's what that status is referring to. And you can filter it further by award year. And, like all of our screens, and I hope that you are seeing that they all look pretty much the same and the same kind of concept within the usability, just click on search at the bottom and you will get what we have on the next screen.

So we have here a filter, this is our search results. And the way that we send these to you is these are all of our batches, these are the document IDs and you can click on these blue hyperlinks and it will give you more detail on that particular batch, and we will look at that in a minute. I want to point out the next column is the record type. Most of these are DL. Actually, they are all DL, so obviously direct loan, and you can see some of your Pell will have a different record type ID and teach ICD, they will all have their own record type. The document type here refers to, and once you get into the program and you are using it on a regular basis, you will become familiar with these terms. They are pretty easy, though. PN, prom note, BN is booking notification and then RS is just response sent, meaning what sent to you. So, they are pretty self-explanatory. And then, notice that the date received over here, and I just want to point out the one in the red that we've highlighted, the date received is September 15, 2009, in this example, and that is the date that the COD received from you, the school, and then the date the response sent is the date that we send it back to you. So, in this example, we sent it back in the same day. That's going to be the case for most of your batches. Now, if it's been over 24 hours and there is nothing in that date response sent, you haven't seen anything in your SAIG mailbox, you probably should call the COD because we are very quick getting responses out to you. I work with schools where they send in data in the morning and then that afternoon it is already there, so we are getting that out. It also has number of students. It is telling us that there are 25 students in that batch, 23 of those students were accepted, 2 were rejected, and then the last column is warnings, telling me that there was a warning or warnings on some of those records. A warning is just notifying you of something that may be of concern, a rejected record, so it is just a notification, something that you need to be aware of, whatever that might be. I also want to point out that this is referring to number of students. It is not referring to number of records, so those 25 students could have multiple loans, so it could be more than 25 records.



Okay, this next screen, we are going to pretend like we clicked on one of those document IDs that I just pointed out in the hyperlinks. This is going to tell us more information about that particular batch that we want to look at. At the top of this is the batch summary. It is going to give us information about all of the records that are in that batch. Notice the total number of awards, the total number of disbursements, the award amount, the disbursement amount, and again, the 25 students. Next is the green section that's giving you information about, and it's the same information other than it's telling you in this case the ones that were accepted. And notice the 25. And then total number of disbursements accepted, down here in the yellow, so it's giving you information on disbursements and the corresponding dollar amounts in each of these sections, so there was \$11,000 of the total number of disbursements that were rejected in this one and above that, the total number of disbursements accepted was 26.

So, it will give you information about what you sent to us in terms of the batch. You can use this screen to identify rejects. It is important to correct any rejected records and I will show you here in a minute the screen that shows you what the cause of a reject is, but it is important to correct any rejected records as quickly as you can.

Now, this next slide is the bottom of that screen that we were just at, so you can see how the bottom of what we were just looking at there at the top of the box. I want to point out that you can do some further filtering. If you send in a batch or document with 1000 records, you may not want to scroll through all of those individual records. Let's say in our example here, we just want to look at rejected records. We may not care if they are accepted. I mean, we care obviously, but we may not want look at those. Go ahead and do a filter on rejected. You can look up a certain student at this point, put in the award type and then just click on apply filter and it will filter that out accordingly. I think I got.... I also want to point out that you can click on any of these hyperlinks. The 01, for example, are rejected and if you click on rejected, it will take you to the screen which allows you to see what the edit, what the warning was, and so forth.

Okay, this next screen is showing us that we have done a filter on a particular student, as well as a rejected. Well, actually, I guess we just did rejected. But this is what you would see. You would see that the student, and then it's got more information, and again, you can click on any of these hyperlinks if you needed to, to get more information. There is an award number column and there is a disbursement number column. If you click on the award number, it would take you to information about that award. If you click on the disbursement, it would take you to information about the disbursement.

Okay. Now, if we had clicked on any of those rejected hyperlinks with the word rejected, we would come to this screen here, the record error screen. Notice that in our example, it is telling us the reject on the person. It is saying no eligible social security number, date of birth and last name combination match on CPS. This is a reject that we do a match with CPS to get information from the ISIR on the students and if the name does not match when you send it in, then it is going to reject that person and it is not



going to be established in the COD. When that happens, the way that the language that we used that is XML, that's how we sent data back and forth, is that it is built on top of each other so that if a person gets rejected, all awards associated with that and all disbursements associated with that will get rejected, as well. You have to have the person established before you can have an award or have a disbursement established. In the same way, you can have a person and an award established, but then a disbursement reject, so you want to make sure that when you look at this screen, to be able to be able to identify rejected records. Notice right here we have, this is a warning and it is telling us that the disbursement date within 7 days are past, payment trigger set to N, so it is just telling us a warning about that discretion. It does not stop the processing at all. Okay. Go.

**[AUDIENCE:]** [ Inaudible ]

**[STAPLES:]** Okay. No, no. No, I apologize. That's a good question. She asked if one student gets rejected, will it hold up the rest of the others, and that's not the case. One student will get rejected and the others will get accepted, so we are not going to hold up the process of, you know, all of the... let's say you send in 100 records, one gets rejected. We are not going to reject all of the others and we are not going to hold up processing on all of these others, they will get accepted. What I was referring to is you have to send in demographic information, name, social security number and so forth. If those are not matched with CPS, that is going to reject everything in that particular student's record.

**[AUDIENCE:]** [ Inaudible ]

**[STAPLES:]** Right.

**[AUDIENCE:]** [ Inaudible ]

**[STAPLES:]** Yeah, because a person has to be established first. Remember, I am talking about a brand new person to COD. I am not talking about if they've got previous information in there, obviously that wouldn't be affected by it. Does that answer your question?

**[AUDIENCE:]** [ Inaudible ]

**[STAPLES:]** Yeah? We are going to pull data from the ISIR.

**[AUDIENCE:]** [ Inaudible ]

**[STAPLES:]** Right. Right. Right. It's not going to take out the previous student that's in there, if that's accepted; it's going to stay in there. I am talking about what's sent within that file.

**[AUDIENCE:]** [ Inaudible ]



**[STAPLES:]** Right.

**[AUDIENCE:]** [ Inaudible ]

**[STAPLES:]** It's not an address. It's a social security number. I will be out of here in five minutes. We have five minutes, okay. I am looking at the other guys - I will be out... after this session, okay. It's not address [ Inaudible ], it's name, it's date of birth and, right, right.

Okay. Sorry. Okay. So, I think we can say we have five, yep five minutes. So, do we have any questions?

**[MAN:]** If you want to wrap up a few slides, go for it.

**[STAPLES:]** Okay, we will do this quickly. The response here, view response is a button that will allow you to look at what we've sent to you and our response indicators are for rejection, and that's the student that we were talking about. The student information was rejected. Go ahead. And then this is what I was talking about, it also rejected the award information and the disbursement information at the bottom. Okay, this is the action queue search. It is one of the buttons under that, it is the second one, I believe. This is the way to identify pending disbursements. Pending disbursements is anticipated disbursements that send [ Inaudible ], so you can do a search on any records, especially those that were sent that are on your loan origination records that don't have associated actual disbursements with them. You could do a date range search, or you could put a batch ID at the bottom. And this is what you get. This is going to be a list of disbursements that are anticipated and if you were to click on this little checkbox here, you could actually turn that into an actual disbursement right there on COD. Remember what I had told you about earlier though, regarding receiving web activity responses? And then just the information there, award year, program type and the amounts.

Okay, here is the direct loan news box. This is underneath the services tab at the top. This is where you actually go in to view reports that are on COD. These are all of the reports that we have, and you can click on them or you can view them there on the website itself. So this is not what we sent to you in the SAIG mailbox, it what's on the COD.

This is a 30-day warning report. I mentioned this earlier. This is what it looks like. It is going to tell you a list of loans that do not have an element that is required for booking. And Rob mentioned that we need a loan origination record, master promissory note and actual disbursements. If any of those are missing, then the loan is unbooked and it is going to show up here at the top in the order of PLUS, and the sub and unsub so it is alphabetical, and you can see here it is telling you what is missing from those key components. We are going to send this out to you on a monthly basis so that you know what things need to be sent on which students in order to book their loans.



START HERE  
GO FURTHER  
FEDERAL STUDENT AID®

This is another report, and I know I am going through this quickly. I apologize. I wasn't paying attention to the time as I should have done. The MPNs due to expire report tells you which students are having master promissory notes that will soon expire for whatever reason, and so you will want to take a look at these so that you can get a hold of those students if need be, to give them another prom note.

Okay, websites for further information. Again, the next screen has our other sessions and then there is a contact list. So, we will hang out here. I apologize for running so late.