

**Direct Loan Reports  
November 1, 2011  
Federal Student Aid  
U.S. Department of Education**

Coordinator: Welcome and thank you for standing by.

At this time all participants will be able to listen only for the duration of today's conference.

I would like to remind participants that today's conference is being recorded. If anyone has any objections, you may disconnect at this time.

And now we will turn the meeting over to Ms. Margaret Day. Ma'am, you may begin.

Margaret Day: Thank you very much. Hello. I'd like to welcome you to the Direct Loan Reports Online Training. Today we'll take a look at several reports which assist your schools in administering the Direct Loan Program. My name is Margaret Day and I'm a Training Officer from Denver. With me is (Craig Rorie) who is from the Philadelphia Regional Office.

Because of the large group today, it's not possible to allow you to ask questions out loud; however, you may submit your questions electronically and one of our question managers will respond to your question personally. Our question managers today are (Wood Mason) from the Atlanta Regional Office, (Chuck Hirman) from the Seattle office, (Matt Staples) from the

Kansas City office, (Michelle Saigh) from Washington, DC., (Bob Berry) from also the DC office, and (Tracy Lardinois) who works with me in the Denver office.

This is how you ask a question. If you look up to the right - I want to tell you two things. One is how to download this presentation and two is how to ask a question. In order to download the presentation, look over to the right, up to the top - see what looks like three little pieces of paper, click on that. Then, you'll see a screen that gives you options to download. Click on the ones you want to download, click Download, done. Easy.

The second thing we want to tell you is how to ask a question of our wonderful question managers. What you do is you click on Ask - no you click on More - no that's closed captioning. So what you do is click on the Q&A, then click on the field itself and type in your question, and then click Ask, which will be on the upper right. That's how you ask your questions in writing so that all these wonderful question managers can answer your questions for you.

Now let's get started with Direct Loan reports.

Here's our agenda for today. We'll give you some general information about report formats, options, and access. After that, we'll talk about some specific reports with their formats and show you how to access them so you can find in greater detail how to set up those reports.

We'll also cover some of the origination reports, the MPN reports, the disbursement reports, reconciliation and closeout reports, default delinquency and management reports, loan servicing reports, and any other reports we can

think of. Lastly, we'll go over some resources available to assist you with these reports and Direct Loans in general.

Here's a listing of report formats and options. This chart is taken from the COD Technical Reference, and you know that COD stands for Common Origination and Disbursement. That Technical Reference, Volume 6, Section 8, it's called COD Reports and this chart provides you information on reports that are available as well as how those reports are sorted, their frequency, their format and delivery method.

As you can see, some of these reports are available in various formats with report options that vary according to the report itself. Some reports are available for more than one location or system. We'll discuss many of these as we go forward.

How to set our report options in COD. It's important to be able to set your report options. We have a default method for you, but we need for you to be able to change your report options in the COD system so that it can be what you need it to be for your school. A full description of available report options by report options by report is included in that COD Technical Reference in Volume 6, Section 8.

For many reports that are available from COD, you can set your report options right here in the COD system. Once logged into COD, you go to that top menu bar, the dark blue bar at the top, select School tab to access the report selection option. That report selection option is in a little red box for you there on the left navigation directory.

Once we're at the report selection screen we'll see a list of reports that are available and the format of each report. You should determine who needs

access to what at your school - at the various - for the various reports.

Different individuals need different reports. Of course, the school account statement, which we call the SAS, should go to both the Financial Aid Office and the Business Office.

The arrow pointing to the left there -- see it -- it calls attention to the award year specific reports such as the 30-day warning report. This particular school has selected the pre-formatted as its option of how it wants it delivered. But remember, there are other choices in those drop down boxes.

The report options roll over from year to year for your schools, so you may set or change your options at any time. Schools new to the Direct Loan Program are set to the default values. The values for the most current year will roll over as future years are added so that the '11-'12 values that you've put in will roll over to the '12-'13 the next spring. In other words, you should only have to do this once for all the years that you want that - it in that format; however if your needs change, you go in and change it at any time. This applies to all year-specific reports.

Another possible option is the Do Not Distribute. When you do the drop-downs, one of the options is Do Not Distribute. If you say that, then the report will not be generated, will not be sent to your SAIG mailbox, and will not be available on the Web. If you choose to resume distribution at any time, then only new reports from that point on, from the time you make the change that you do want to be distributed, from that point on then the reports will be sent.

Now the arrow pointing to the right there that says Modify SAS Options, this is for the school account statement, this hyperlink takes you to the school account statement or the SAS options page so that you can review and make any updates that you need. Check with your software vendor or system

programmer or third party servicer -- if you use any of those -- to make sure which format the - of the SAS that you need to receive.

Before we take a look at setting the school account statement options on the next slide, please take note of this green arrow next to the school name. See it up at the top there? You can hover your cursor over the little red eye - see that red circle with an eye in it? You can do that on any screen with your school's name on it and it will provide the identifying information about your school such as your school's COD ID.

Now on to setting the SAS options.

This is a screenshot of the school account statement or the SAS report options. The SAS is used as a monthly reconciliation tool. You remember in Direct Loans you're required to reconcile at the end of each month. To assist you in using the SAS, Federal Student Aid provides a software product called Direct Loan Tools, and this software allows schools to compare your loan data to the data that's in the COD system. Direct Loan Tools can be used by both ED Express schools and non-ED Express schools.

Now before changing your SAS options, non-ED Express users should check with your system administrator or vendor software provider to see if your system can produce an extract file that will be able to be used for the compare part of Direct Loan Tools. If not, then you may need to make some changes.

You should also determine if your system has its own type of compare before changing SAS options. If it does, then you'll need to find out the SAS format that is needed for the comparison. At bare minimum, Direct Loan Tools can be used to print the reports; however, we strongly encourage schools to find the means to run a comparison either with Tools or some other way that fits

with your system in order that you might compare your school reports - records - your school records to the COD records that are reflected by the SAS.

If you wish to use Direct Loan Tools for comparing the SAS to school data, and we do recommend that you do, you'll need to set your options for each award year the way I'm just going to describe it now.

So you look for the report formats. See report format? You want to choose the fixed length report format option. This allows your school to select the format of the SAS report that is delivered to its SAIG mailbox and we want the fixed length report format.

The next one, the report activity type, the one want to choose is year-to-date, or you may choose both; that is - both means the year-to-date and the monthly file for comparison. This option allows you to select whether you want to receive the monthly, year-to-date, or both of them for both the cash and loan detail sections of the SAS. Whichever choice you make, your school (will) receive the monthly cash summary and the year-to-date cash summary. We recommend that you select year-to-date.

The disbursement detail. Look at that one. We want you to choose year-to-date, although you can run a comparison in Direct Loan Tools if you only receive the year-to-date loan detail. You will have more flexibility with a year-to-date disbursement level detail file. In order to use Direct Loan Tool comparison function, you must receive the year-to-date loan level section and/or the year-to-date disbursement transaction detail section and you need them both in fixed length format.

Please note that your school - that schools with a large loan volume may find it easier to use the loan level data because of how large the year-to-date disbursement detail may be. You may just have way too much detail if you're really - a huge school with a really large loan volume.

The use of the SAS is covered in more detail in the Direct Loan Reconciliation Webinar. We have that recorded. We recommend that this session be attended by both Financial Aid and the Business Office staff. This reconciliation Webinar is available for download from IFAP. So in order to get that - to access this Webinar and all of our other Direct Loan Webinars, you click on Training on the right hand side of the IFAP home page, then select Training on Specific Functions, and then Direct Loan Training and you'll find that recording there.

There's also a Webinar devoted to using Direct Loan Tools to assist you in managing Direct Loan Tools.

There are several reports that you can access from within the COD system. To access reports on COD, click on the Services tab in that top blue main menu bar then select the blue COD Reports hyperlink -- see it there in the middle -- that takes you to the news box.

Now let's take a look at that news box. The news box is where your COD reports are stored. Later in this presentation we discuss some of these reports such as the 30-day warning or the duplicate student borrower report, or the inactive loans reports. We'll also talk about the frequency of each of these reports as we discuss them.

Some of these are sent daily, weekly, or monthly. Most reports, except for the school account statement, are available on the COD Web site itself, or you may have a copy sent to your SAIG mailbox if you prefer.

If you click on the name of the report you'll be taken to the current version of that report. If you click on the word Actions that's in tiny letters right below the name of the report, you're taken to a screen that allows you to choose between the current and previous versions as well as the way you want the report to appear, such as do you want it to be comma delimited or in PDF, or whatever. We'll see that on the next slide.

Also, if you're having trouble getting to this screen, you may have popup blockers turned on. All you have to do is turn them off and you'll be able to access the reports. If something happens that you still can't access the report, then please call the COD School Relations team and they'll help you out.

All these reports help you to administer the Direct Loan Program effectively when you use them. So let's look at viewing and selection options for a sample report, and that's on the next slide.

Schools have several viewing options for these reports. Also if for some reason you need to look at a previous version of the report, you may do so. See the box on the left of the screen, it's a popup box, and once you click on the Actions button just below the specific report you may use this popup box to view previous versions -- see, we have a circle around it there -- previous versions of the report.

Now let's look at the report. See the report's the portion on the right? Look at the columns. Here we have the last date modified and then we have the available format, and this one happens to be delimited text. Then we have the

user and user classes. Also note the sort ascending button. It's on the bottom here, and it's the sorting - sorting those 30-day warning versions in ascending order. This illustrates - this will show you the reports from the most recent to the oldest. That's the way we'll do - will be displayed if you use sort ascending.

Now that we've talked about the report options, we're going to talk about individual reports in detail. The first group of reports we're going to talk about are reports that will assist you in your origination process. This is kind of done in a what, when, where, and why because there's several of them and we want to be just crystal clear on each thing that we explain.

So we're going to talk about the duplicate student borrower report. It lists the student borrowers for which the COD system has accepted multiple Direct subsidized or unsubsidized - I'm sorry, unsubsidized awards with overlapping academic years from multiple schools and identifies the schools that have sent these awards. This helps identify the subsequent award or disbursement records that may reject due to your or the borrower's exceeding the annual loan limits.

When is this report used? It's sent automatically on a monthly basis provided there's data within that given month. And where? It's sent to the SAIG mailbox and it's available via the COD Web site in the school's news box, the one we just talked about. And why do we need this report?

Well, this report helps identify potential over-award situations. It can identify when multiple, sub, or unsub awards have been originated typically by multiple schools with overlapping academic years because it contains Direct Loan data only. This report does not relieve the school of its responsibility to monitor all the loan activity. It's all the loan activity that you need to be

watching for a student through the NSLDS processes to avoid exceeding the annual loan limit.

Now let's look at the completed PLUS application report. This shows all PLUS loan requests from your school that have been completed within the past week. That is within the last seven days of the report run date. This report will allow your school to identify students who have completed PLUS loan requests. PLUS application report will be available through the COD reporting Web site.

The report will contain Direct Loan PLUS loan requests completed within the past week. The report will run weekly on Saturday, and display PLUS loan request data from the previous Saturday through the following Friday, so that one week.

The report will show the application complete date if the request was new or modified, and the type of PLUS, Parent, or Grad report - loan that it was. The PLUS application report will also show the loan amount requested, if one was indicated, the credit decision, and the award year or loan period. Also, the report provides information on the deferment options as well as where and how credit balances are to be paid.

A key element in the Direct Loan is of course this Master Promissory Note, and there are a variety of reports that provide you information on the status of the prom note of your borrowers.

Here's one such report. The completed MPN report shows all MPNs from your school that have been completed within the past week; that is within the last seven days of the report run date. This report will allow your school to identify students who've completed MPNs. The report will be available via

the COD reporting Web site and will contain the MPNs completed within the past week. The report will run weekly on Saturday and display the MPN data from the previous Saturday through the following Friday.

So what does the screen show us? It shows us the receipt/create date of an MPN that - so that it shows you that it's included within this week. It displays both electronic and paper notes. It shows the MPN type, that is M or Stafford and N for PLUS. It displays the PLUS loan type, G for grad and P for PLUS. It also displays the MPN status and whether or not the MPN is linked to a loan, to an endorser, or has single year functionality.

Now that we've had MPNs for ten years, some of our MPNs are about to expire, so you'll need this report to help you know when the MPNs are due to expire. It will show when the MPNs are going to expire or become inactive within the next 60 days due to any of these following reasons. It could be because no awards were linked within a year of the date of receipt of the MPN, or no actual disbursements on that linked award within a year of the date of the receipt, or ten years have passed since the date of the receipt of this MPN.

An MPN will award on the date of the receipt of the loan. An MPN will appear on the report if all attended schools with the loans are linked to the MPN and the attended schools listed on the MPN regardless of whether or not an award from that school was linked to the MPN. When the report is generated monthly - that tells you when. The report is generated monthly. And where's this report shown? It is sent to the reporting school's SAIG, and it's available via the COD Web site in the school's news box.

And why do we have this report? Well this report can be used to identify when a new MPN may be needed for an award at your school. If an MPN is

about to expire and you know that your award will not be disbursed before the expiration date of this note you must obtain a new MPN. If an award is already linked to the note that is about to expire, any actual disbursements for that linked award will process normally, so your school does not need a new report - a new MPN in that case.

The top screen shows a flat file with a fixed length format. The bottom screen shows that same flat file at that data is displayed in an Excel spreadsheet, so that's why we have two showing there. One that is in Excel, the bottom one, and the top one is the flat file.

Let's look at an expired MPN report. The expired MPN report contains data on MPNs that have expired within the last 30 days due to any of the following reasons. Remember the last one was things that were going to be expiring within the next 60 days, and this one is the loans that - the MPNs that have expired within the last 30 days. And the reasons for that expiration could be that no awards were linked within a year of the date of the receipt of the MPNs.

The second could be that there's no actual disbursements on a linked award within a year of the date of the receipt. The ten years could have passed since the date of the receipt, and a PLUS loan linked with an endorser - remember, a single loan MPN for a plus loan with an endorser is good for that loan award only and can't be used for additional awards.

If the existing MPN was used to make prior loans, a new MPN will be needed for the endorsed loan before disbursement. And an MPN will appear on the report when all attended schools with loans linked to the MPN and the attended schools listed on the MPN regardless of whether or not an award from that school was linked to the MPN.

Now when we get this report, the report is generated weekly provided there's data for the report. And where would this report be received? It is sent to the reporting school's SAIG and it's available via the COD Web site in the school's news box as well.

And why do we do this report? Well, the report can be used to identify when a new MPN may be needed. You cannot use an expired MPN to link to a new unlinked award at your school, that - when that new award will be disbursed after the expiration date of the MPN. That just makes sense.

You must obtain a new signed MPN to disburse on additional loans; however, disbursements on loans already associated with the MPN will process normally even after the expiration date.

At the top of the screen, this shot shows a pipe delimited format for the flat file, and the lower bottom screen shows you the flat file displayed in an Excel spreadsheet.

Now let's look at the MPN discharge report. The MPN discharge report contains data on the MPNs that have become inactive within the last 30 days due to discharges for death, unauthorized signatures, or identity theft. This report is generated weekly unless there's no data for the report. It is sent to the school's SAIG mailbox and is available via the COD Web site in the school's news box.

And why do we need this report? This report identifies if a new MPN is needed for an award at your school. An MPN that has made inactive due to discharge cannot be used for additional awards and will not be available for linking. If you expect to award and disburse additional funds to the effected

borrower or student, you need to verify that the individual is still eligible and then obtain a new signed promissory note.

Direct Loan reports are available as flat files in up to four different formats; comma delimited, pipe delimited, pre-formatted text, and fixed length file. The top screen shot shows a comma delimited flat file format, and the data has been converted to an exile (sic) file for the bottom screen. An Excel -- I said exile -- an Excel file in the bottom screen.

Now while we're here I want to mention that schools can query MPN information on the COD Web site and save the resulting data in an Excel compatible format.

Now let's talk about disbursement reports. We're going to talk about some reports that help you manage how you are doing in disbursing your loans and managing this process. Two of the items shown on this slide, the school monitoring emails and the action queue, aren't reports but can be used to help your Direct Loan disbursement process, and they can provide you valuable information to assist you as you do your reports.

Let's talk about the pending disbursement listing. This also is in the what, when, where, and why format. The first report we're going to talk about in this section is the pending disbursement listing. If we had a bell to ring or a buzzer to buzz, we'd do it here to emphasize the importance of this report. Please give your priority attention as we discuss this report. Schools should utilize this frequently to maximize your administration of your Direct Loan Program.

What's such a big deal about this report? Well this report shows all the pending anticipated disbursements from your school for the reported period

and award year. The reported period is a 45-day window into the future from the date of the report or from any date in the past. This means that if a pending disbursement has a disbursement date less than or equal to 45 days from today, it would be included in that report should you choose the current date.

Now when are you - do you use this report? This report is sent to you weekly provided there is data to report.

And where is this report sent? It's sent to the SAIG mailbox automatically and it's available via the COD Web site in the school's new box.

Why do we need this report? Why are we so excited about this report? Well this report can be used to identify anticipated disbursements that many need to be reported as actual disbursements. Or, it may identify awards or disbursements that needs to be cancelled, that is reduced to zero. This is also referred to as inactivating the - in COD.

So properly using this report can help your school comply within cash management regulations and comply with a 30-day reporting requirement. Very, very important report.

Now let's talk about the 30-day warning report. Also important, but didn't get bells and buzzers. The 30-day warning report is a report to help you identify unbooked loans. Unbooked loans are those for which the COD system has not received all required elements for booking a loan.

The required elements for booking a loan are that you have an accepted award or origination record; that you have an accepted Direct Loan Master Promissory Note; third, an accepted first disbursement record; and fourth, for PLUS loans only, an accepted credit decision. This last one, the accepted

credit decision, this is required to book a PLUS loan, but it's not listed on this report. COD won't accept an actual disbursement record without an accepted credit decision for a plus loan.

These required elements, the first three that we talked about, the accepted award origination record, the accepted Direct Loan Master Promissory Note, and the accepted first disbursement record must be submitted to the Department within 30 days of the actual disbursement date to avoid violation of the 30-day reporting requirement.

For this report, unbooked awards are listed if any activity occurred on the award during the reported period, which is a 90-day period beginning 120 days prior to the report run date. This is - the extra 30 days is to allow for the 30-day reporting requirement.

For example, if an award is accepted on 10/15/09 without a promissory note or a disbursement, it will not appear on that October '09 30-day warning report. Remember, it was accepted on October 15th. 30 days have not passed since the award was accepted. But it will appear on the November, December, and January reports if the award remains unbooked.

Unlinked promissory notes will appear on the report only if the promissory note was received within the reporting period and that 30-day reporting period that began 30 days prior to the report run date. Promissory note will drop off after 30 days.

LOR's that - loan origination remain on the reports 90 days. PLUS loans with rejected credit will reappear - appear on this report. That loan origination will appear; however this - PLUS loans will be not on this report.

Now when will this report be provided? It's automatically sent - on a monthly basis it's sent to your SAIG mailbox unless your school chooses Do Not Distribute. We will discuss this option in a little more detail later. The report is also available on the COD Web site in the school's news box as usual.

And why do we need this report? Wow. This is a very valuable report and it can be used to identify missing pieces necessary for booking the loan. You can - it also identifies the MPNs that are awaiting awards. It can help you to reconcile your school's internal records for unbooked loans, and it helps you to monitor compliance within the 30-day reporting requirement.

Now let's talk about inactive loans. The inactive loans report lists all the Direct Loan awards that have been cancelled or made inactive. That is the award or any pending or actual disbursements have been adjusted to zero. That's what we mean by inactive. And it lists - this report lists all the awards that have been cancelled or made inactive by your school for that reporting period, which is a 30-day period, the calendar month prior to that return of that run date. The report is generated monthly unless there's no data to report. It is sent to your SAIG mailbox and it's available via the COD Web site in the school's news box.

Why do we want this report? Well this report is useful to you to confirm that only the correct loans have been made inactive. It can also identify awards that may have been dropped off the 30-day warning report. And the loans drop off that report when they're inactivated, so it's no longer on the 30-day report and you kind of wonder maybe there's an in-between time? So you want to check with the inactive loans as well.

If you had expected an award to be listed on the 30-day warning report and it's not, you may want to search here in the inactive loans to see if it appears here, or if it's been booked maybe since that last report.

Here's the actual disbursement list. As of October of this year, just this month, COD began generating and transmitting the Direct Loan actual disbursement list. This report will be - will display actual disbursements from the previous Saturday. That's seven days before the report generation date through the following Friday. That's that first day before the report generation date. That one day before the generation report-to-date. So it's the previous seven days.

The actual disbursements will be eligible to appear on the report based on their post date, which indicates when each actual disbursement or adjustment is posted on the COD system. The report will include booked, unbooked, and future date actual disbursements and adjustments provided those elements are created within that reporting period. Any actual disbursement that is in review status will not appear on this report.

So the actual disbursement list is the items that were sent from COD with a message Class (DLADYYOP). I hate reading all these letters, but I think it may be helpful to you - (DLADYYOP). The actual disbursement list is applicable for award year '11 and '12 and forward. The list will not be generated if a school does not have any actual disbursements posted during the reported period.

The disbursement list is transmitted to the schools SAIG mailbox and is on the news box, and it's done on a weekly basis. In SAIG it's available in comma delimited format, and in the news box in CSV format.

Schools may update their actual disbursement list report options via the COD Web site, and here are some of your options to change. You can make comma delimited, which is our default value.

Do not distribute - remember that this option, the actual disbursement list will not be generated or sent to your SAIG mailbox; although prior versions will still be available for viewing on the COD Web site. New versions will not also - not be available in your news box if you choose do not distribute. You can select the do not distribute option from the COD Web site report selection screen. You can do that at any time.

And then there's the actual disbursement list. This report should be turned off if the award year or the school has completed closeout - when the school has completed closeout.

Now why do we need this report? We need this to compare to the school's actual disbursements.

Now let's look at the school monitoring email. Although this is not a report, the school monitoring emails often serve a similar purpose as reports do because they can provide schools' information to better manage their processes and may alert you to potential problems that need to be resolved. The COD school relation center and the Federal Student Aid proactively monitor the processing and reporting of disbursements for the grant programs and Direct Loans.

COD school relations contacts schools via email about potential processing problems identified during the monitoring process. They may be things like unsubstantiated cash, the 30-day reporting delays, and for PELL when a (POP) situation occurs.

When will these happen? Well, they're weekly and they're done only as an as needed basis.

And where will you find these? Well the Department sends the email to the Financial Aid Administrator that's listed on the contact box in the COD Web site. This highlights how important it is that your school keep this FAA contact information current in COD.

And why do we do this? Well most schools are not directly affected by school monitoring. The school monitoring process is proactive in an effort to improve the reporting performance of schools with potential processing problems such as unsubstantiated cash balances.

This email is used for all COD related programs and allows the Department to partner with the schools in order to promote program integrity and fiscal responsibility.

We see here the type of email that a school may receive with this slide displaying the introductory and general information that may be found on this email.

On this slide, we see the detailed portion of a school monitoring email. In this example, we see two potential issues that are being discussed with this school. First, it appears that the school has unsubstantiated cash for the '10-'11 and '11-'12 award years. Unsubstantiated cash is the result of a school drawing funds and not disbursing them timely or not reporting the disbursements to COD in a timely manner.

Either way, the school has drawn down funds and there are not matching report - disbursements, or to substantiate - no matching disbursements that substantiate or validate that the funds were indeed disbursed. So for the '10-'11 year, the school has drawn down \$156,500 but has only reported disbursements totaling \$140,000. That leaves them with \$16,500 in unsubstantiated or unaccounted for cash.

Now let's look at the '11-'12 award year; the school has drawn \$159,500 cash and reported \$150,000 in disbursements which leaves \$9500 in unsubstantiated cash for '11-'12. Does this mean \$150,000 - does this mean that the school hasn't disbursed the \$16,500 or the \$9500 respectively in their appropriate year?

No. No, it probably doesn't. But it does show that there is some sort of issue with their disbursement. Either their drawing the fund and not disbursing them, or more likely drawing the funds and not reporting the disbursements in a timely way that causes them to have funds not yet substantiated for those - by having disbursements in the COD system.

This email also alerts the school that they are reporting disbursements in excess of 30 days from when they were - those disbursements were made.

Remember, the disbursement's date is the date your school credits the Title IV funds, in this case the Direct Loan funds to the student's account, and that is the date that you should report via the COD disbursement record to COD.

Schools are required by regulation to report that date within 30 days of making the disbursement. In this instance, the school has made 150 disbursements with 50 of them being in excess of 30 days. As the email shows, 33% of the school's disbursements are reported to COD over 30 days

from when they were made, which as you know means that this school is out of compliance.

Also as we can surmise, the school is failing to report disbursements within 30 days likely to cause them to have unsubstantiated cash.

The points of these emails are not to admonish the schools or to let you know that big brother is watching. You already know that. The report of - the point of these emails are to provide the schools information about potential issues that may be cause for concern so that your school can address them before they become major issues and seriously impact upon your administration of Title IV.

As you can see, although this email is not a report, the school monitoring emails provide you valuable information, as do reports, and they are also here like reports to help you more efficiently manage Direct Loan at your school.

Now let's talk about one of my favorite items that, we provide, and that is the action queue. The action queue is on the COD Web site and it too isn't a report but can be used to help your Direct Loan disbursement process. This queue can provide you valuable information just as reports do. The action queue search in COD can be search - will search for disbursement records that are still in a pending status. These records can then be selected as a group or individually and then the records can be marked as actual disbursement using COD.

To go to the action queue search screen, choose Action Queue from the Batch menu. That Batch menu would be at the top - that top main menu blue bar, then click on Action Queue. There you'll see two gray boxes like these that are the two search methods used in the Action Queue search. The top gray box is

used to search for a batch sent within a date range. The date range search is not limited to the action queue. It can be 30 days or it can 5 years; whatever you need. This example is two years.

Then that second gray box is used to search for a specific batch. Type in the batch identifier, that's a series of numbers, and all the pending records within that batch will display. Only batches that have disbursements in review status will be displayed for that batch.

You can use the action queue date range functionality to create ad hoc reports or lists such as future date pending disbursement lists or to search by award year to show all the disbursements in the past for a year that will need to be disbursed or zeroed out. This sort of functionality makes the action queue an excellent tool to use in your monthly reconciliation as well.

At this point, we're going to turn to counseling reports and (Craig Rorie) from the Philadelphia office will train this section. Take it away (Craig).

(Craig Rorie): Thank you Margaret, and thank you for being here with us today. Next, we're going to talk about some of the reports that are available to assist you in determining who has completed entrance or exit counseling at your school. The Direct Loan entrance counseling report shows all the entrance counseling completed via StudentLoans.gov for your school within the past week.

This report allows you to identify the students who have completed entrance counseling. The report is available to you only in CSV format, or you can also get it off the Web, and it is available weekly. It comes to you on Saturday and it records - it shows you the information of the folks who created it - who - excuse me, completed exit counseling Saturday through Friday.

And again, this is used to identify students who completed entrance counseling. The report shows you the person's name, their social security number, their completion date, the time, and the type of counseling that they acknowledge.

As you see in here, there's an indicator for the rights and responsibilities sections for counseling. Please note that that column is always going to display Y for yes. People who do their exit counseling, - excuse me, entrance counseling on StudentLoans.gov, they have to go through the rights and responsibilities section and they can't go further, so that's always going to be Y for yes, they did complete this.

It also shows you the counseling type. S is for subsidized and unsubsidized Stafford loans, and P is for PLUS loans. Please note that this report shows you only the entrance counseling that was completed on StudentLoans.gov. If your school chooses some other method or to do counseling, perhaps you can do it one-on-one or you do group counseling yourself, obviously that's not going to show up here because this is only entrance counseling that was completed on StudentLoans.gov.

Next, we're going to talk about some exit counseling reports. Schools that choose to have their borrowers complete exit counseling via NSLDS are able to obtain reports of who completed the counseling through the NSLDS site. When you log onto NSLDS you'd click on the report tab then select Exit Counseling Report Completion Results. For setup options you would click the blue button - the blue number preceding the report, and these reports like many of our reports, come in various formats so you can tailor these to best suit your needs.

On the Report Parameter setup page, you would select the options for exit counseling report. When you've finished setting up the desired options, you have to be sure and click the Submit button so that the entries are effective. And the reports are sent to the SAIG box of the user who requested it.

Push reports, which are those reports that are automatically sent to a school by NSLDS, they go to the school's designated SAIG mailbox. You can update the frequency of the pushed exit counseling reports by going to the green (org) tab, and then from the list below the menu bar select School Profile. After selecting the desired parameters, you can scroll all the way to the bottom and then you would click the update to make your changes effective. You can go back and adjust your changes and make additional changes at any time.

Again, the pushed reports are the ones that are going to be delivered to the school's designated SAIG mailbox.

This slide shows you just the various message classes for the reports, and the - with their various formats. So this just shows you the report outputs and the formats you can get the exit counseling reports from NSLDS in.

Here we have a exit counseling sample report from NSLDS. The informational report includes the report date with the details of the borrower. It gives you the borrower name, their social security number, date of birth, the school they attended. It gives you the completion dates. It also shows you the person's references, their next of kin, and their current address. So it gives you a lot of information that you can use if you need to contact these people, but it gives you all the information that we capture when they do exit counseling on NSLDS.

For more information on exit counseling in NSLDS, you want to refer to the NSLDS Newsletter Number 26 and that's entitled New Exit Counseling Tool on NSLDS and that was posted on March 29th, 2010. Again, that is Newsletter 26 - NSLDS Newsletter 26, and that was posted on March 29th, 2010.

Next, we're going to talk about reconciliation and closeout. We're going to talk about, as Margaret said earlier, probably the most important report you're going to use, and that is the school account statement, or the SAS. We're also going to talk about a couple of screens in COD that tie into your reports that you're going to use in conjunction with your reports, and that's the school summary financial information in COD and the cash activity in COD, and then we're going to just talk briefly about the closeout confirmation in COD as well.

As you know in Direct Loans, that's the process by which the Direct Loan cash balance recorded on the - by the Department which is recorded in COD is reviewed and compared with your internal records on a monthly basis. In essence, the reconciliation is just like balancing your checkbook. In this case instead of balancing your checkbook to a bank statement, you're balancing your Direct Loan school information to COD.

What we want to do here is just go over the school account statement in a little bit more detail and talk to you about what that is. And what the school account statement is is the main tool that you are going to use in your required monthly reconciliation. It contains cash and loan summary and detail information. It's sent to you every monthly. You receive this via your SAIG mailbox, and you're going to use it for reconciliation with the school records with COD.

Again, this is your most important Direct Loan report. It's similar to a personal bank statement. The report summarizes the school's processing activity for each month, and it contains both cash and disbursement summary and detail information.

The sections of the SAS received by your school and the level of detail included are going to vary based on your option. If you want more information about the options for the school account statement and how to use this, again we urge you to go in and listen to our Direct Loan reconciliation Webinar and you can download that through IFAP.

The school account statement is year specific, so a school may receive a SAS for more than - you may receive one SAS or several SAS's at the same time. You're going to receive one for each open award year. So for example, you may be receiving a 2009-2010 school account statement or a 2010 - yes, 2009-2010, and also a 2010-'11. So if you haven't, until you close out a year, you're going to receive a school account statement for that year.

Again, it's automatically generated each month on the first full weekend of the month, and it contains data through the end of the last day of the prior month. Schools are going to - again as I said, you're going to get your SAS for a specific award year from the point which you begin processing for that year through the end of the program year, or until you close it out, and this is going to go to your SAIG mailbox only.

Direct Loan regulations require you to reconcile monthly, and this is what you're going to use to reconcile monthly. The school account statement represents the official version of what COD has. It's our - what we see your Direct Loan status as being as far as cash and loans, and you're going to compare your data and reconcile to this.

This shows you the school account statement, the cash detail information, the - this is used printing out Direct Loan Tools, as Margaret mentioned before. That is a free software application that you can download and use to compare your data to ours.

On the cash detail, you're going to see a breakdown of cash receipts and refunds processed in COD as a receipt from G5. It's going to show you a payment control number - so the G5 number. It's going to show you if you returned money by check - it'll show you the check number. Most people don't do that. It's also going to show you the G5 number if you returned funds through G5. It's going to show you the total cash receipts and records, the total refunds of cash for that month, and it's going to show you your total cash receipt amount and refunds of cash. So this is going to show you your cash detail for that specific month.

The school account statement. Again, we're talking - this shows you the loan and disbursement detail. The default option from the school account statement includes the monthly disbursement detail and that's going to list all of your loan transactions including adjustments. If you wish, you can request that information is year-to-date.

There was - Margaret pointed out earlier, you should be aware that this is going to significantly increase the size of the report as the award year progresses. So obviously the larger school you are with the more loan volume you have, the larger this report is going to be.

Again, you can change your school account statement options at any time in COD by going to the COD Web site. And any changes that you make will take effect in the next scheduled run of the SAS.

The monthly loan detail is going to include all actual disbursement information and adjustments that haven't been accepted by COD during the month based on the date of the individual transactions booked at COD. Monthly loan detail will include all year-to-date actual on the book disbursement or adjustment information that has been accepted by COD through the end of the reported month.

If a school does not report future data disbursement and adjustment data on a regular basis, there's likely going to be no unbooked record in the school's loan detail section of the school account statement.

Next, we're going to look at the school summary financial information in COD. Although this isn't a report, it's an invaluable tool when it comes to reconciliation and is something that you can use to compare with your internal school reports as well as with the school account statement. This screen contains the same information that is shown on the school account statement, but this is updated daily so it may be more current than your school account statement.

Remember when we send you your school account statement, that's a snapshot as of the end of the month. So anything that occurs after that will not show up on that school account statement for that month, again whereas the cash summary is at the end of the month. So November's SAS is going to show you what occurred at the end of - as of the end of October. This cash summary screen is current as of the last file processed between COD and G5 and/or G5, COD, and the school. So keep in mind that the data you receive on the SAS may not match what you see on the COD cash summary screen.

This screen does provide a convenient place where you can view drawdown disbursement and ending cash balance information throughout the month. This may be helpful to you as you try to do some issue resolution if you identify discrepancies in your - or differences in your cash and reconciliation process. This screen will include data from the entire award year.

Again, with this information it's a good idea for financial - both the financial aid offices and the business offices to at least have view access of this screen.

This shows you the cash activity screen in COD. It lists all cash draw-downs and refunded cash for one award year. This is updated daily. You look - this - you get this through the COD Web site and you can use this to monitor your cash transactions.

What this does is it allows you to scroll through the different types of cash activities through award year. You can see each type of cash transaction. The most recent data is displayed first with earlier transactions shown as you scroll through the screen. Although this again - it's not a report, but it provides you information that you can use in conjunction with the school account statement and school reports and reconciliation.

In order to successfully close out a Direct Loan award year you must confirm that your ending cash balance, or ECB, for that year is zero. You confirm this in COD, so program year closeout is in essence your final reconciliation for the year. This screen allows you to see your ending cash balance as of your last school account statement for a year.

From this screen you're going to access the balance confirmation form screen. It's what we're showing you here. To successfully close out your Direct Loan account at the end of an award year or your Direct Loan year, you must have

an ending cash balance of zero and total net unbooked disbursements of zero as reflected on your institution's school account statement.

Once you have that, COD will send your school a balance letter sent by email. Once the email letter is received, you or whoever your Direct Loan contact person is in - as designated in COD, they can log into COD, click the balance confirmation link from the School Options menu, and then follow the instructions on the screen. Upon completing this balance confirmation screen and verifying you've closed out an award year, COD is going to shut down processing for that award year and you're no longer going to receive a school account statement for that year.

Next we're going to talk about some of the reports that you can use in default delinquency and management and some of the loan service reports available.

We're going to talk about the delinquent borrower report, School Portfolio reports, and then we'll just talk briefly about some servicer reports.

The next two reports we're going to talk about, the delinquent borrower report and the School Portfolio report, just select the exit counseling reports. These are from NSLDS. To set up these reports, just as with the exit counseling report, you're going to click on the Report tab in NSLDS then click on the blue number next to the report and set up the report parameters to your choosing.

The delinquency - the delinquent borrower report provides delinquency information on all loans provided by the Federal Loan servicers. This includes Direct Loans as well as information on FFEL loans that have been purchased by the Department. Those are the loans that we commonly are known as PUT loans.

Schools may enter various parameters and filters in order to tailor the report to their needs, including the group of borrowers you wish to view, you can filter by branch code, by federal loan servicer code, by cohort year, and by delinquency periods. The page listing the results can be sorted either by the borrower's social security number or by the borrower's name. This report is available in comma delimited, standard fixed length, or preformatted report length.

And to find out more information on this, you want to go to NSLDS Newsletter 27.

The delinquent borrower report is used to assist year again with default prevention. It provides your school a report of borrowers who are delinquent in payments to the federal loan servicers. This will exclude loans held by guarantee agencies. It contains the borrowers contact data as it has been reported in NSLDS. It includes loan data, the days delinquent, the total outstanding balance, the repayment plan that the person is under, and their payment information. It provides the total number of borrowers who fall within a specific delinquency range, and you can set that range yourself.

As a user, you can select a single federal loan servicer or all five. You can specify the cohort year or one or more periods.

Again, this is here to assist you in identifying your school's delinquent borrowers as well as categorize them and help you and to assist - and assist in determining perhaps who you need to target and reach out for because they are becoming or they are delinquent in their loan payments.

Again, the report options allow to sort by social security number or name. The extract options included in NSLDS are standard or comma delimited. You can schedule this report so you allow it - receive it daily or weekly or monthly. And, you can schedule this for automatic delivery so it can be pushed out to you - to your school's SAIG mailbox.

The school portfolio report provides schools with information about all Direct Loan and FFEL program loans for a school code associated with the user's ID. This report includes loans that are serviced by all servicers including the Department of Education's federal loan servicers, and it provides identifying information about each servicer for each loan.

If a school was merged then the previous school codes are included. It also shows the current as well as the original loan holder.

The school portfolio report can help you track student's loan activities as far as what their current status is; the date they entered in repayment, their balances; their delinquency date if they're delinquent; and the original and current holder. If there's client information on a guarantee agency loan you can get information on that as well as a date of default.

You can select the parameters of this report to include when the repayment began. Again, this report allows you to track your school's borrowers to see what your school's loan portfolio is.

Our individual servicers also provide reports. They offer their own reports. They can provide you a greater level of detail than some of the reports we've talked about here. Those reports, depending on the servicer, can also offer you various customization options that could be beneficial to you.

The individual service reports will only contain information for those loans serviced by that organization or by that servicer. Those reports are not going to be inclusive of all federally serviced loans for your school if other servicers hold those loans. Again to find out what loans are available, you have to contact those individual servicers.

A couple of other reports we want to talk about are the social security number, DOB change report and the Direct Loan rebuild report. The SSN/Name/DOB Change report lists students or borrowers who have had identifier changes including changes to social security number during the reporting period, which is 90 days prior to the report end date. The change will be included if the student borrower was associated with your school for any one of the three most recent award years, and whether the change was initiated by your school or another school, it's going to show up.

You will see the school identifiers and then the name labels for those borrower fields that can potentially change. These labels will help you read what is old and what is new and when a change occurred.

In our case here, we have a date of birth change, and the date of birth was originally April 14th, 1985 and it was changed to December 15th, 1985, and that a change occurred on - it looks like September 20th, 2009.

Again, this report is automatically sent to you on a weekly basis when a change is initiated. It's sent to the school's SAIG mailbox and it is also available through COD through your school's news box.

This report can be used to confirm the identifier changes sent to your school that they've been accepted properly by COD. It can be used to update your records to prevent future rejection based on use of old identifier information.

Since you may not have initiated the change, you should monitor this information and make sure that you change your records as appropriate. This report may be used to resolve and reject edit codes 11 or 12.

Please note we say you know, change where appropriate because your school may have the most current and accurate information, and so you should ensure this information is properly documented and updated in COD.

Next, we're going to talk about a report that we hope you never have to use, but if you do it's out there, and that's the Direct Loan rebuild file. It's an electronic file that schools can request via the COD Web site. The file is used to rebuild a school's lost or corrupted loan data - Direct Loan database.

You can create your - you can rebuild your entire Direct Loan database, specific student records if you need to. Direct Loan Tools - you can use that to help rebuild the type of - your Direct Loan database as well.

Again, what happens with this is this creates an express database which allows you as the school to reformat the data and import it into an external database, report it, and import it back into your school system if it's not ED Express. This report is produced upon request and a file is sent to your SAIG mailbox.

Again, this will help you rebuild or recover lost or corrupted data for an entire award year, for a specific borrower or student, or data associate with that - their (SNM) for an award ID, or for loan or disbursement information within a range of dates for a particular year. Again we hope you never need this, but if you do lose data - if your data is corrupted, then you can request a Direct Loan rebuild file and it'll help you rebuild your database.

The last thing we want to go over is a few of the resources that are available out there for you. For the most up-to-date information on what these reports that we've talked about - specifics of these reports and other reports, you want to go the COD Technical Reference, Volume 6, Section 8, appropriately entitled Reports. That's going to list the reports out, it's also going to kind of go over the business rules.

Even though this is the Technical Reference, it's not for just technical people. This isn't written like code. It explains these reports and their parameters and their frequency as well as their formats in you know plain language. So this is a good place to go. It's a good reference to have when looking to see what reports are out there and what they can do for you.

Also as you well know, you want to check IFAP for updated information. New information about reports, we're going to post that information on IFAP. Usually you're going to get an electronic announcement about that.

Here are some of the other resources: the COD Web site, the Direct Loan Web site, NSLDS, and of course IFAP.

We've also listed for you the COD School Relations 1-800 number as well as for those for NSLDS and the Direct Loan Consolidation Center.

Also, one of our new resources that's available to use, the Federal School - the Federal Loan School Support Team. This team is in place to assist schools in resolving complex Direct Loan processing issues. They are a direct line of communication for you as schools to provide feedback and discuss your concerns related to origination and disbursement processing of Direct Loans, and also federal - the servicing of all federally owned loans.

We solicit school input on your (substance) processing. This will help you with your - any issue resolution. If you have training needs, you want to get in contact with the Federal Loan School Support Team. Probably you've already been contacted by them.

This team augments but does not replace the established Customer Call Service - Customer Service Call Centers. And also listed for you today, we have the - their email. Many of our question managers today are from the Federal Loan School Support Team, so they're already helping you.

Last resource that we want to show you here, this just lists the different federal loan servicers and how you may contact them.

And with that, I'm going to put up on the screen a survey or a - there we go. We would like you to click on this survey and just give us some feedback about today's training and also about other training that you might like as far as Direct Loans or Title IV administration in general.

As we do that, I'm going to open this up to our question managers, and if they have any questions of general interest that they received that they would like to share with us, we're going to open that up to them now. So I will open up to the question managers. Do you guys have anything? I guess maybe we'll start with you first (Wood).

(Wood Mason): Nothing of any significance at all (Craig). It was pretty well across-the-boards.

(Craig Rorie): Okay. Great.

Well with that, it looks like there were a lot of - and this happens a lot. A lot of our questions are pretty school-specific. What we're going to do now is we're going to hang on the line for - we're going to - this concludes the audio portion. Our presentation is officially over at this point. What we will do is we're going to leave this survey link up. We would appreciate if you would click on that and give us feedback on today's training.

And also, we'll leave the Web site up for a little while and continue to answer some of your questions.

I would like to thank you. Again, my name is (Craig Rorie) and I would like to thank you for being here today on behalf of Federal Student Aid and my co-trainer Margaret, and also on behalf of our question managers. Thank you for joining us.

And just to let you know, in approximately two weeks we are going to have another Direct Loan Webinar. It will be a Direct Loan primer, and with that we're going to kind of take you through the basics of Direct Loans. It's kind of a place to start for any staff you have that maybe need to just familiarize themselves with the basic fundamentals of Direct Loans.

So again, we thank you for attending and have a good day everybody. Thank you.

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