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Process Guide for

# EDESuite

2003-2004

U.S. Department of Education



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S T U D E N T A I D

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# Overview

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## Preface

The *EDESuite Process Guide* is designed to meet the reference needs of financial aid administrators, programmers, and data processing staff.

This guide provides information on the changes and enhancements FSA has made to the EDESuite program of software products for the 2003-2004 award year.

The EDESuite of software products are 32-bit PC-based applications that use Access 97 for its database. Information includes changes to the three products in the EDESuite:

- EDEExpress for Windows – which includes global functionality for our different modules, Application Processing (App Express), Packaging, Direct Loan, and Pell.
- Direct Loan Tools
- ISIR Analysis Tool

The changes we are making may require you to modify your systems operations and office procedures. Therefore, we recommend you become familiar with all of the information provided in this guide.

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## **Enhancements to EExpress for Windows**

EExpress for Windows 2003-2004 includes updates to conform with annual changes to the FAFSA, ISIR, Direct Loan, Pell, and the Common Origination and Disbursement (COD) processes. In addition, many valuable suggestions and recommendations from our focus groups, beta reviewers, and testers were taken into account in this year's product design. We thank all of you who have assisted us throughout the past year.

**Note:** EExpress has been tested and approved to run in a Windows XP operating system.

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## Organization of this Guide

This document is organized into the following content areas:

- Overview—provides general information about this process guide.
- Getting Help—lists contact information for getting help.
- Schedule for EDESuite software—provides the software release schedule for the 2003-2004 process year.
- What's New for 2003-2004—describes changes to the EDESuite software.
  - Global EDEExpress for Windows Version 9.0—describes changes across the modules.
  - Application Processing EDEExpress for Windows Version 9.0—describes Application Processing module changes.
  - Packaging EDEExpress for Windows Version 9.0—describes Packaging changes.
  - Direct Loan for EDEExpress for Windows Version 9.1—describes Direct Loan module changes.
  - Pell for EDEExpress for Windows Version 9.1—describes Pell module changes.
  - DL Tools for Windows Version 3.0—describes changes to the software.
  - ISIR Analysis Tool for Windows Version 1.0—describes changes to the software.
- References—describes how to get further assistance.
  - Documents—lists frequently used documents.
  - Web sites—lists frequently used Web sites.
  - Glossary—describes commonly used acronyms.

# Getting Help

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## How Do I Get Help?

If you have any questions regarding this guide or the 2003-2004 EDESuite program in general, please contact CPS/WAN Technical Support for assistance. The following list of services is supported by calling 800/330-5947 or sending an e-mail to [cpswan@ncs.com](mailto:cpswan@ncs.com).

<b>Software Assistance</b>	
<ul style="list-style-type: none"><li>• <i>EDEExpress – App Express, Packaging, Direct Loan, and Pell</i></li></ul>	<ul style="list-style-type: none"><li>• <i>ISIR Analysis Tool (formerly known as the QA Tool)</i></li></ul>
<ul style="list-style-type: none"><li>• <i>EDconnect</i></li></ul>	<ul style="list-style-type: none"><li>• <i>Return of Title IV Funds</i></li></ul>
<ul style="list-style-type: none"><li>• <i>DL Tools</i></li></ul>	<ul style="list-style-type: none"><li>• <i>SSCR-32</i></li></ul>

<b>Technical References</b>	
<ul style="list-style-type: none"><li>• <i>EDE Technical Reference</i></li></ul>	<ul style="list-style-type: none"><li>• <i>Federal Pell Grant Program Technical Reference (2002-2003)</i></li></ul>
<ul style="list-style-type: none"><li>• <i>Packaging Technical Reference</i></li></ul>	<ul style="list-style-type: none"><li>• <i>SSCR Technical Reference</i></li></ul>
<ul style="list-style-type: none"><li>• <i>Direct Loan Technical Reference (2002-2003)</i></li></ul>	

<b>Miscellaneous Services</b>	
• Campus-Based Award Letter	• FAA Access on the Web
• CPS Batch Status	• Rejected EDE Records and Batches
• CPS Testing System	• Renewal FAFSA Processing
• Custom/Combo/Mainframe Support for Direct Loans	• Restore Batches to Customers' Mailboxes
• EDE Enrollment and Participation	• SAIG Network Password Changes and Resets
• Electronic Access Conference (EAC) Information	• SAIG Transmission Errors

You can also post questions regarding this guide and the EDESuite program on our e-mail listserv, FSATECH. FSATECH is an e-mail listserv for technical questions about the U.S. Department of Education's FSA systems, software, and mainframe products. For more information about FSATECH, including how to subscribe, visit the FSA Schools Portal: Listservs & Mailing Lists: FSATECH Web site at:

[www.ed.gov/offices/FSA/services/fsatechsubscribe.html](http://www.ed.gov/offices/FSA/services/fsatechsubscribe.html)

# Schedule for EDESuite Software

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## Schedule

The following schedule shows the dates that the EDESuite software will be available on the FSAdownload Web site.

Version	Modules/Functionality Included	Month of Release
EDEExpress for Windows, Version 9.0	Global Application Processing (App Express) Packaging	December 2002
EDEExpress for Windows, Version 9.1	Direct Loan and Pell	March 2003
Direct Loan Tools, Version 3.0	N/A	July 2003
ISIR Analysis Tool, Version 1.0	N/A	May 2003

You can download EDESuite software, software service releases, and related documentation from the FSAdownload Web site at [FSAdownload.ed.gov](http://FSAdownload.ed.gov).

# What's New for 2003-2004?

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## Overview

Following are sections describing the major changes in the EDESuite software for 2003-2004:

- Global EDEExpress for Windows Version 9.0
- Application Processing EDEExpress for Windows Version 9.0
- Packaging EDEExpress for Windows Version 9.0
- Direct Loan EDEExpress for Windows Version 9.1
- Pell EDEExpress for Windows Version 9.1
- DL Tools for Windows Version 3.0
- ISIR Analysis Tool for Windows Version 1.0

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## Global EDEExpress for Windows Version 9.0

This section of the *EDESuite Process Guide* describes changes to the software that affect the EDEExpress software global functionality across modules.

- A link to the School Portal has been added to the Help pull-down menu.
- An example of how to customize the order of the User Database field has been added.
- The maximum number of fields is now viewable in User Data (within individual records), without introducing scroll bars (based on 800 x 600 resolution).
- The student's e-mail address is now added as a display field on the ISIR Review, Loan, Awards, Pell and Verification Worksheet tabs.
- The default value for the Verification Status code on the Demo tab will be set to blank when a demo record is manually added to the software.
- A new report has been added to the software. The Student Summary Report is available from the print dialog box when a student record is opened or closed. The report will include basic award/COD information.
- Print to e-mail functionality has been added to the software. This will allow users to e-mail student based letters as an html attachment.
- Users have the ability to print all Letter types to file while in a student record.
- Users have the option of floating in the Student's First or Full name in all student based letters, after the "Dear" in the greeting if a salutation is offered.
- Users have the option to enter either Current or Original SSN under File/Open. The Current SSN has been added as an additional field on the dialog box. If multiple students have the same Current SSN, the system will display a select record grid with the same elements as the open dialog box.
- A link to FAA Access to CPS Online has been added to the view menu while in the student record. View functionality has been added so that when the link is clicked, the FAA homepage will be launched. Both applications will work independently of each other.

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## Application Processing EExpress for Windows Version 9.0

This section of the *EDESuite Process Guide* describes the changes to the Application Processing module of the EExpress software.

- The Verification Tracking Flag is displayed on the ISIR tab, and on the FAA Information section of the printed ISIR. FAAs will be able to query on the flag and print lists based on the flag.
- Student's E-Mail Address (field #98 on the SAR) is correctable to blank.
- The NSLDS dialog box and report is modified to display the Direct Loan PLUS MPN status. ISIR import will store the Direct Loan PLUS MPN status.
- The Pell Remaining Amount to be Paid field was deleted from the ISIR import, NSLDS dialog box, and NSLDS Report.
- Two additional post-screening reason codes will be stored on the ISIR Import, and displayed on the NSLDS view dialog box and NSLDS Report.
- The Print FAA Comments, Print SAR Comments, and Print Loan Information checkboxes on the print ISIR selection screen will be checked as default with the ability to uncheck them as desired.
- A checkbox has been added to the print dialog (ISIR Report) to only print students with more than six loans.
- The following rejects have been enhanced/or added:
  - Reject A is now a verifiable reject for a student's date of birth equal to 1900-1928.
  - Reject C is now a verifiable reject for taxes paid unusually high as compared to AGI.
  - Reject 12 is added for taxes paid greater than or equal to the AGI.

- A new End-of-Entry Edit (5010) has been added to require dependent students to enter a parent's SSN:
  - If the father's and mother's SSNs are blank, the record is rejected.
  - If parent is a non-citizen, all zeros (000-00-0000) must be filled as the parent's SSN.

**Note:** If parent is a U.S. citizen, parent's SSN should be in the valid SSN range (001-01-0001 to 999-99-9999). If one parent's SSN is filled in, but not valid, and the other parent's SSN is blank or also invalid, the record will be rejected by the CPS.
- A new screen edit has been added to require a parent's last name when the SSN is non-blank.
  - If parent does not have a last name, enter single/first name in the last name field.
- A Transaction Preference filter is displayed on the export dialog box for the External ISIR export. All, Highest, and Active are the options for this field.
- The Eligible to File 1040A or 1040EZ question for student and parent has been added to the verification worksheet tab.
- The Input Record Type field will be used to distinguish the types of corrections from EDEExpress. The following three values are used: H for Full SAR corrections, Q for Quick corrections, and V for Verification Worksheet corrections.
- Codes for paper data have been redefined as follows:
  - 51 = Applications
  - 52 = Renewal Apps
  - 53 = Corrections
  - 55 = Spanish Apps
  - 56 = Signature pages
- Application Source code 41 for FAFSA Express has been deleted.
- Application/Transaction Source/Site Codes fields have been renamed to: Application/Transaction Data Source (1st digit); Application/Transaction Data Type (2nd digit).
- Application Source code 55 has been added for Spanish Applications.

- When printing ISIRs, a functionality was added to allow a filter capability on both Batch ID and Selection Criteria/Query.
- Entry Source Code value of 3 is used in order to accumulate counts for Easy FAFSA records. The following source/type codes are used:
  - 31 = Full SAR corrs
  - 32 = Elect. Signatures
  - 33 = Quick corrections
  - 34 = Verification worksheet corrections
- The default value for "Update Demo Data?" in Apps system setup has been changed to checked.

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## **Packaging EExpress for Windows Version 9.0**

This section of the *EDESuite Process Guide* describes the changes to the Packaging module of the EExpress software. The changes to this module are minimal.

- The Pell COA field is updateable via multiple entry when the record is packaged.
- The length of the term column in academic year setup has been increased to 9 characters.

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## Direct Loan and Pell EExpress for Windows Version 9.1

This section of the *EDESuite Process Guide* describes the changes to the Direct Loan and Pell modules of the EExpress software. Many updates to the EExpress software were made to accommodate the change from the Direct Loan operations and Pell/RFMS systems to accommodate the COD “way of processing.” EExpress still contains separate modules for processing Direct Loan and Pell for the program year 2003-2004.

EExpress Direct Loan and Pell users are Full Participants for COD in 2003-2004. They send and receive origination and disbursement data to and from COD using the Common Record XML format. If your school does not use EExpress for all of its Direct Loan or Pell processing, you are not required to move to XML now, but you will need to modify your processes to accommodate the new fields and edits that are being implemented due to COD. (See the *Signing Up to be a Full Participant* section on page 15 for more details.)

### Software Changes

- Entity IDs are entered in Setup. Entity IDs are a subset of the Routing IDs (RIDs), formerly known as Common School IDs (CSIDs).
- When you exchange Pell and DL XML Common Records with COD:
  - Batches are now renamed Documents.
  - Acknowledgements are now renamed Responses.
- Non-XML data (e.g. Data Requests)
  - Are still called Batches.
  - COD will send an Acknowledgement after processing your non-XML batches.

- Disbursement Release Indicator (DRI) (formerly called “Payment Trigger in the 2002-2003 Technical References) for actual disbursements cannot be set to true more than 30/7/0 days in advance. (30 days only applies to Pell.)
  - Is based on your school’s Funding Method.
  - Applies to both Direct Loan and Pell Payment.
  - You identify your school’s Funding Method in Setup.
- Direct Loan Tab
  - Removed Loan Amount Requested Field from PLUS.
  - Removed Accepted Note ID field.
  - Changed all Batch ID or Batch # field labels to Document ID.
  - Changed all Promissory Note Status field labels to MPN Status.
  - Added CPS Transaction Number field.
  - Enabled Disclosure Statement Print Indicator and Printed Field for PLUS Loans.
- Direct Loan Disbursement Tab
  - Removed Disbursement Confirmed flag.
  - Removed D and U as valid values from the Action Type field.
  - Renamed Anticipated Disbursement grid to Edit-Only Disbursement grid.
  - Moved the First Disbursement flag from the Action Fields to the Edit-Only Disbursement grid.
  - Disbursement Release Indicator (DRI) field was added to the Edit-Only Disbursement grid. Schools can create Edit-Only Disbursements at any time.

- Values from an Edit-Only Disbursement record are moved to the Actual Disbursement grid when the DRI is selected (set to True).
- An Edit-Only Disbursement is disabled when the Disbursement Release Indicator (DRI) is selected (set to True).
- For Direct Loan the disbursement sequence #1s for all disbursements will be in sync for the Edit-Only and Actual Disbursement sections on the Disbursement tab.

#### Pell Setup

- Disbursement Profiles are new for Pell.
  - Schools can define Pell Disbursement Profiles to create disbursements and disbursement dates for groups of students quickly and efficiently.
  - Use of the Pell Disbursement Profiles is optional.
  - Use the Calculate option on the Process menu to enter the award amount (if it is not present). To complete the record and set it 'Ready to Export', Save it. The amount calculated or entered on the Pell tab is split evenly between the # of Disbursement Dates defined.

#### Pell Tab

- The new verification code of 'S' imports from the Demo tab to the Pell tab.
- Estimated Disbursement Dates for Pell Payment have been removed from the Pell Tab and added to Pell Disbursement Profile (see above).

#### Pell Disbursement Tab

- Pell disbursements now use sequence numbers to track changes to a disbursement (similar to Direct Loan).
- A Pell award may have a maximum of 20 disbursements. However, using sequence numbers an individual disbursement can be changed up to 99 times.
- Disbursement Release Indicator (DRI) field was added to the Disbursement grid. The DRI will be set to True or False based on your current system date and your Funding Method. Schools can create Edit-Only Disbursements (DRI = False) at any time.

#### Other changes

- Direct Loan Disbursement Profiles are still required. The new Pell Disbursement Profiles are optional.

- The Disbursement Release Indicator (DRI) and Disbursement Profile Codes are available under Multiple Entry.

**Note:** Direct Loan Multiple Entry is already set up to *only* add actual disbursements; therefore, the DRI is not needed in this module. The meaning of ‘U’ changes from Use Anticipated Disbursement to Update DRI to True.

- External Add/Change Import is kept in a flat file format.
  - You do *not* have to change your current technology in order to participate if using these functions. However, any new fields added must be included in the flat file format.
- Pell and Direct Loan has only one Import Type and message class for Origination, Disbursement, Edit-Only, and Change record receipts and responses: COMRECOP.
  - All Origination, Edit-Only, Disbursements, and Change records are returned in one message class.
  - Import Edit reports divide the XML response data blocks by transaction type for both Pell and Direct Loan (to keep the same look and feel you currently receive).
- Exports from EDEExpress to COD are now in one message class that combines Originations, Edit-Only, Changes, and Disbursements: COMRECIN. You also have the option of exporting:
  - Pell only records.
  - Direct Loan only records.
  - All records (Direct Loan & Pell) ready to be sent to COD.
    - Selection Criteria are available for both Pell and Direct Loan modules.

## Signing Up to be a Full Participant

If you use EDEExpress to process your Direct Loans and/or Pell, you must register as Full Participants prior to using EDEExpress Version 9.1 to transmit 2003-2004 records to COD. (If you ONLY use EDEExpress to do Application Processing and/or Packaging, you would not need to sign up with COD.) If your school submits 2003-2004 records using EDEExpress software and COD is unaware that your school is an EDEExpress user, your records will reject. Schools may complete the registration process by contacting the COD School Relations Center at the following phone numbers or email address:

- 1-800-474-7268 for Pell Grant assistance
- 1-800-848-0978 for Direct Loan assistance
- [CODSupport@afsa.com](mailto:CODSupport@afsa.com)

After registering as a Full Participant, COD School Relations will communicate to your school your ROUTING NUMBER (formerly known as the Common School ID). FSA has assigned a ROUTING NUMBER to all schools as part of an initiative to establish a common identifier across modernized and legacy FSA systems. This new common school identifier process enables FSA to provide a higher level of service in support of its schools and aids efforts to provide common integrated systems and processes. This ROUTING NUMBER is required to complete the setup process for the EDEExpress Software Version 9.1.

As a COD Full Participant, you are receiving your ROUTING NUMBER in this letter. ROUTING NUMBER's have been established for all postsecondary institutions and third party servicers submitting Pell Grant and/or Direct Loan records. However, **COD Full Participants will be the only group to actively use the ROUTING NUMBER in Award Year 2003-2004.**

Full Participants will start using their ROUTING NUMBER's when they submit COD Common Records to FSA. The COD Common Record requires a ROUTING NUMBER in four fields in the Common Record Layout:

- Source Entity ID
- Destination Entity ID
- Reporting School Entity ID
- Attended School Entity ID

The Source Entity ID is the Routing Number of the physical sender of the Common Record document, which can be either a school or a third party servicer. Since the Source Entity sends the Common Record document to COD, the TG Destination Number reported in the SAIG Transmission Header and Trailer is more than likely for the same entity.

The Destination Entity ID is the Routing Number of the destination or recipient of the Common Record document. When a school sends the Common Record document to the COD System, the Destination Entity ID is COD's Routing Number. When the Common Record document is returned from the COD System back to the Source, the Destination Entity ID is equal to the Source Entity ID on the original transmission.

The Reporting School Entity ID is the Routing Number of the school that **sends and receives data** for the campuses or students it serves. The Reporting School Entity ID must be a school and cannot be a third party servicer.

The Attended School Entity ID is the Routing Number of the school or campus **where the student attends class**. The Attended School Entity ID must be equal to the Reporting School Entity ID or must have an established relationship to the Reporting School Entity ID. Please note - Schools are encouraged to contact COD School Relations to verify that their reporting and attended school relationships are accurately set in COD.

Full Participants should reference the Implementation Guide section within Volume II of the *2003-2004 COD Technical Reference* for more information and specific instructions ([ifap.ed.gov](http://ifap.ed.gov)).

### **Signing Up for COD Website Access**

If you have not done so already, you should also sign up for the COD Website. In order to access the COD Website at [cod.ed.gov](http://cod.ed.gov), a User ID and Password are required. For additional information and how to sign up, please refer to the posting on IFAP for additional information: [ifap.ed.gov/cod/0603SchoolUserID.html](http://ifap.ed.gov/cod/0603SchoolUserID.html).

The COD Website can provide you with many useful resources besides the ability to view your school's processing information. COD posts a Daily Processing Update for Direct Loan and Pell, which identifies any issues that COD may be experiencing at that time, along with helpful hints, and recently resolved issues. The links to the Daily Processing Update are available by logging into the COD Website. Once logged in, click on the HOME link at the bottom of the page. This will take you to the links for the COD Processing Updates. In addition to the Daily COD Processing Updates, COD also posts Web Messages. These can be posted to a particular group of a school that have been impacted by a particular issue, and allows COD to be more specific in the audience we are addressing. To view the currently posted Web Messages, once you have logged into the COD Website click on the link at the bottom labeled HOME.

Users of the COD Website have the ability to perform School and Batch Searches without having to log on to the COD Website. At the Welcome page, there are two buttons at the top bar: School Search and Batch Search. By clicking on School Search, users can enter a school ID or school name to view basic information about the school, such as school name and address, FAA contacts, and some summary financial information by program type (Pell or Direct Loan). By clicking on Batch Search, users can enter a School ID and date range or a specific Batch ID to view the status of a particular batch along with the number of records that have been accepted, rejected, and corrected. Please note student or borrower specific information such as Name, SSN, or Date of Birth or individual award data is not displayed or made available without logging on to the COD Website. This information is protected by the Privacy Act, and therefore is only available by logging into the COD system.

Lastly, the COD Website also has resources such as an Online Glossary, Help Text, FAQ's, Links to other useful Websites and contact information for COD. Once you have logged into the COD Website, these links for these features are available at the bottom of the page, and are labeled accordingly.

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## **DL Tools for Windows Version 3.0**

This section of the *EDESuite Process Guide* describes changes to the DL Tools for Windows software.

Listed below are changes to the 2003-2004 DL Tools for Windows:

- DL Tools shall continue to provide import capabilities for the fixed length version of the DL Rebuild SAS Reports.
- Both the DL Rebuild and SAS shall be updated to accommodate Full Participants.
- DL Tools shall filter out “COD web-created” disbursements/adjustments and not support them in the Rebuild process. The Rebuild import edit report will display them for schools to rebuild in EDEExpress.
- The Student and/or Borrower Name(s) will be added as a new field on the Loan Detail pages of the SAS for their corresponding Award ID(s). DL Tools will print the names from the SAS on DL Tools reports.
- New functionality for DL Quality Assurance will be added.

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## **ISIR Analysis Tool for Windows Version 1.0**

This section of the *EDESuite Process Guide* describes changes to the ISIR Analysis Tool for Windows software. The ISIR Analysis Tool for Windows was renamed from Quality Analysis Tool for Windows yet the software function changes are minimal.

- The software will allow for Prior Year User-Defined Queries and Setup to be moved forward based on the same parameters that are currently used in the EDEExpress product for Prior Year Imports.
- The software will allow for Prior Year Custom Selected Formats to be moved forward based on the same parameters that are currently used in the EDEExpress product for Prior Year Imports.
- The software will allow for Prior Year User Data Setup to be moved forward based on the same parameters that are currently used in the EDEExpress product for Prior Year Imports.
- The software will provide summary data on the List - Verification Selection Criteria by Student and List - Verification Selection Criteria by Code reports that will provide detail on the number of codes applied to the population, the number of students affected, and the corresponding percentages for both.
- The following changes will be implemented in regard to the Verification Tracking Flag:
  - On the List-Verification Selection Flags by Student report, the Ys for CPS Selected will be changed to the actual Tracking Flag that is listed on the ISIR record for both Initial and Paid On.
  - A summary section will be added to this report to give totals of the various priority flag's; for example, Total Number of Priority 1, Total Number of Priority 2.
  - A filter will be added to the print dialog box to turn off the detail of this report and just produce summary numbers.
  - A predefined query will be added for Verification Tracking Flag.
- The software will utilize the Set to Blank option in the Global Multiple Entry specs to allow schools to set to blank the Initial School Verification Flag field.

# References

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## If You Need Further Information

Visit our Information for Financial Aid Professionals (IFAP) Web site at [ifap.ed.gov](http://ifap.ed.gov). IFAP contains the latest information on federal financial aid, including Dear Partner/Colleague Letters, Announcements, training information, U.S. Department of Education (ED) publications, technical publications, and other documents.

We have two ways for you to get answers to your technical questions:

- Subscribe to FSATECH, our e-mail listserv for FSA software and systems. If you have a question about one of our FSA systems, mainframe, or PC products, write an e-mail and post it to the listserv. We will research your question and post our response to the list so that everyone can benefit from the information. Instructions for subscribing to and using FSATECH are online at:

[www.ed.gov/offices/FSA/services/fsatechsubscribe.html](http://www.ed.gov/offices/FSA/services/fsatechsubscribe.html)

- Call our CPS/WAN Technical Support staff for answers to your questions about software installation, software problem resolution, software functionality, and other technical assistance. You can reach us Monday–Friday, 7:00 a.m.–7:00 p.m. CT, at 800/330-5947. You can also e-mail inquiries, comments, or suggestions 24 hours a day to [cpswan@ncs.com](mailto:cpswan@ncs.com). A representative will respond to your e-mail within 24 business hours.

Many of the enhancements we made this year are based on suggestions from you and your colleagues. As we continue our efforts to improve the software and respond to the needs and concerns of the financial aid community, we encourage you to share your ideas and suggestions for further enhancements with CPS/WAN Technical Support.

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## **Customer Service**

### **COD Customer Service**

The COD School Relations Center integrates customer service for the Direct Loan and Pell Grant Programs for ALL Award Years.

All schools and Direct Loan PLUS borrowers should call the numbers listed below for assistance:

- Pell Grant: 1-800-474-7268
- Direct Loan School Service: 1-800-848-0978
- Direct Loan Applicant Service: 1-800-557-7394

The COD School Relations Center telephone system prompts the school to enter the Award Year the school is calling in reference to, and the call is routed to the proper COD Customer Service Center staff.

### **CPS/WAN Technical Support**

800/330-5947; TDD/TTY 800/511-5806

Representatives are available Monday-Friday, 7 a.m. to 7 p.m. (CT).

E-mail: [cpswan@ncs.com](mailto:cpswan@ncs.com)

### **Federal Student Aid Information Center**

800/4-FED-AID (800/433-3243); TDD/TTY: 800/730-8913

Representatives are available Monday-Sunday, 8 a.m. to midnight (ET).

### **FSA Customer Service Call Center (CSCC)**

800/433-7327

For Title IV program questions, application processing questions, and for assistance contacting other ED staff.

Representatives are available Monday through Friday, 9 a.m. to 5 p.m. (ET).

E-mail: [FSA.Customer.Support@ed.gov](mailto:FSA.Customer.Support@ed.gov)

### **FSATECH Listserv**

This listserv is used to address technical questions and issues about FSA's systems and software. For more information, visit:

[www.ed.gov/offices/FSA/services/fsatechsubscribe.html](http://www.ed.gov/offices/FSA/services/fsatechsubscribe.html)

### **Sources of Assistance for Schools**

This guide contains all communication references previously found in the technical references and desk references published by the U.S. Department of Education (ED). These references include phone numbers, e-mail addresses, Web site addresses, etc., and often have brief explanations of the entry's purpose, which are primarily found as bullets. For a copy of this document, visit:

[FSAdownload.ed.gov/SASTechRef.htm](http://FSAdownload.ed.gov/SASTechRef.htm)

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## Documents

The following documents detail the changes to the Application Processing System during the 2003-2004 processing year. They are located on the FSAdownload ([FSAdownload.ed.gov](http://FSAdownload.ed.gov)) and IFAP ([ifap.ed.gov](http://ifap.ed.gov)) Web sites.

- RAD Process Guide, describing changes to the Renewal Application Process, August 2002
- 2003-2004 *EDE Technical Reference*, available November 2002
- *A Guide to ISIRs*, available November 2002

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## **Web Sites**

You can find more information about EDESuite and other student financial aid tools and documents on the following Web sites:

**IFAP:** [ifap.ed.gov](http://ifap.ed.gov)

**FSATECH Listserv:** [www.ed.gov/offices/FSA/services/fsatechsubscribe.html](http://www.ed.gov/offices/FSA/services/fsatechsubscribe.html)

**FSAdownload:** [FSAdownload.ed.gov](http://FSAdownload.ed.gov)

**Common Origination and Disbursement (COD):** [cod.ed.gov](http://cod.ed.gov)

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## **Glossary of Acronyms**

The following lists common acronyms used in this action letter.

CPS	Central Processing System
CSCC	Customer Service Call Center
COA	Cost of Attendance
COD	Common Origination and Disbursements
DL	Direct Loan
DRI	Disbursement Release Indicator
EAC	Electronic Access Conference
ED	U.S. Department of Education
EDE	Electronic Data Exchange
FAA	Financial Aid Administrator
FAFSA	Free Application for Federal Student Aid
FSA	Federal Student Aid
IA	ISIR Analysis
ID	Identification
IFAP	Information for Financial Aid Professionals
ISIR	Institutional Student Information Record
MPN	Master Promissory Note
NSLDS	National Student Loan Data System
QA	Quality Analysis
RAD	Renewal Application Data
SAIG	Student Aid Internet Gateway
SAR	Student Aid Report
SAS-DL	School Account Statement - Direct Loan
SSCR	Student Status Confirmation Report
SSN	Social Security Number
WAN	Wide Area Network