School Electronic Process Guide

FAA Access to CPS Online
ISIR Datamart
EDESuite
Return of Title IV Funds on the Web
ISIR Analysis Tool

2004-2005

U.S. Department of Education

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Overview

Preface

The *School Electronic Process Guide* is designed to meet the reference needs of financial aid administrators (FAAs), programmers, and data processing staff.

In this guide, we describe the following updates and enhancements for the 2004-2005 processing cycle:

- What's New for FAA Access to CPS Online

- Institutional Student Information Record (ISIR) Datamart

- What's New for EDESuite (32-bit Windows PC software)

- EDExpress for Windows – Global, Application Processing (App Express), Packaging, Pell and Direct Loan functionality

- Direct Loan (DL) Tools

- SSCR

- Return of Title IV Funds (R2T4) on the Web

- ISIR Analysis (IA) Tool—look for additional information at a later date

We recommend you review all of the information provided in this guide related to the products and services you use, as some enhancements may require you to modify your office procedures and systems operations. Please refer to the release schedule for these products (p. 4-5) for more details on their anticipated availability.

Enhancements

The following major enhancements have been implemented for the 2004-2005 processing cycle:

- The new ISIR Datamart stores all ISIR data generated by the Central Processing System (CPS) for distribution to, and retrieval by, schools, state agencies, and other authorized users. Schools can request ISIRs from the ISIR Datamart through the FAA Access to CPS Online Web site.

- 2004-2005 EDESuite software products have been updated to conform with annual changes to the FAFSA, ISIR, Direct Loan, Pell, and Common Origination and Disbursement (COD) processes and the implementation of the new ISIR Datamart.

- Return of Title IV Funds (R2T4) is now a Web application. R2T4 on the Web has been designed to mirror the features and functionality available to you in the PC software.

- ISIR Analysis (IA) Tool is now a Web application. IA Tool allows you to perform statistical analysis and generate reports on your students' ISIR data. Look for additional information from FSA on this product at a later date.

- The 2004-2005 EDExpress database has been updated from the Access 97 database platform to Access 2002.

- The 2004-2005 EDExpress software and other PC products are now referred to as "releases" rather than "versions." For 2004-2005, Release 1.0 of EDExpress contains Global, Application Processing, and Packaging functionality, and Release 2.0 adds Pell and Direct Loan functionality.

- The 2004-2005 EDExpress software's Windows icon and splash-screen have been color-coded pink to match the 2004-2005 FAFSA form, making it easier to distinguish from other EDExpress releases.

In addition, many valuable suggestions and recommendations shared by our focus group panels, beta test participants, and Electronic Access Conference attendees were taken into account in this year's product designs. We thank all of you who have assisted us throughout the past year.

Organization of this Guide

This document is organized into the following content areas:

- Overview—provides general information about this process guide.

- Schedule—provides the implementation and software release schedule for the 2004-2005 processing year.

- What's New for FAA Access to CPS Online—describes 2004-2005 cycle changes to the FAA Access Web site.

- ISIR Datamart—describes the options for selecting and retrieving ISIRs from the new datamart.

- What's New for EDESuite—describes 2004-2005 cycle changes to the EDESuite software.

  - EDExpress Global—describes changes that affect all modules.

  - EDExpress Application Processing—describes Application Processing module changes, including a new interface with FAA Access to CPS Online.

  - EDExpress Packaging—describes Packaging module changes.

  - EDExpress Direct Loan and Pell—describes Direct Loan and Pell module changes.

  - DL Tools—describes changes to the DL Tools software.

  - SSCR—describes changes to SSCR software.

- Return of Title IV Funds (R2T4) on the Web—describes the new R2T4 on the Web application.

- ISIR Analysis (IA) Tool—describes the new Web-based IA Tool application.

- Getting Help—lists contact information for getting help.

  - CPS/WAN Technical Support—describes services provided by CPS/WAN Technical Support.

  - The IFAP Web Site—describes the latest information available from the IFAP Web site.

  - Customer Service—lists frequently used customer service agency hours, phone numbers, e-mail addresses, and Web sites.

  - Documents—lists frequently used documents.

  - Web sites—lists frequently used Web sites.

  - Glossary of Acronyms—describes commonly used acronyms.

Schedules

FAA Access to CPS Online and ISIR Datamart Schedule

The following schedule shows the implementation date for the ISIR Datamart and the release date for the enhancements to FAA Access to CPS Online.

Product	Date of Release
FAA Access to CPS Online	January 1, 2004
ISIR Datamart	January 2, 2004

School Electronic Product Release Schedule

The following schedule provides release dates for the 2004-2005 EDESuite PC software on the FSAdownload Web site and the implementation dates for the Return of Title IV Funds and ISIR Analysis Tool (IA) Web sites.

Product	Modules/Functionality Included	Month of Release
2004-2005 EDExpress for Windows, Release 1.0	Global, Application Processing, and Packaging modules	January 2004
2004-2005 EDExpress for Windows, Release 2.0	Direct Loan and Pell modules	March 2004
Return of Title IV Funds (R2T4) on the Web	Calculates Return of Title IV Funds data for student records	March 2004
ISIR Analysis (IA)	Enables schools to integrate with the CPS to retrieve ISIR data without having to import daily files (Phase 1) Helps schools more easily sample aid recipient data, such as integrating the capacity to draw a random sample of ISIRs within the Tool (Phase 1), and provides pre-defined analytic packages with reports (Phase 2)	June 2004 (Phase 1 Release) October 2004 (Phase 2 Release)
Direct Loan Tools, Release 1.0	DL Cash Management DL Compares SAS Reporting DL Rebuilds	July 2004
SSCR	Implements Access 2002 database and other enhancements	July 2004

You can download EDESuite software, software service releases, and related documentation from the U.S. Department of Education's Federal Student Aid download Web site, located at **FSAdownload.ed.gov**.

What's New for FAA Access to CPS Online?

FAA Access to CPS Online

For the 2003-2004 processing cycle, the FAA Access to CPS Online Web site provided Signature Hold File Request, Application and Correction Entry, and PIN Request functionality.

Starting with the 2004-2005 cycle, the Web site offers the following additional features:

- ISIR Request

- Application Status Check

- Verification Worksheet

- Estimated Taxes Paid Calculation

Batch Status functionality, available for the 2003-2004 cycle, has been removed for 2004-2005.

Enrollment for FAA Access to CPS Online is accomplished through the Student Aid Internet Gateway (SAIG) Enrollment Web site, located at:

FSAWebenroll.ed.gov

The Destination Point Administrator (DPA) of the TG number you use to send and receive FAFSA and ISIR correction data should verify that enrollment for FAA Access to CPS Online Web site services is completed prior to January 2004. This will ensure your school can take full advantage of 2004-2005 enhancements at the beginning of the processing cycle.

Demonstration Site

The demonstration site for FAA Access to CPS Online is a new enhancement for the 2004-2005 processing cycle. This demo site, which can be used as a training tool for your financial aid staff, is available for use starting December 7, 2003 at **fafsademo.test.ed.gov**.

User Name: eddemo

Password: fafsatest

EDExpress Interface with FAA Access

The 2004-2005 EDExpress software interfaces with the FAA Access to CPS Online Web site. Beginning with 2004-2005 EDExpress, you no longer need to export and transmit FAFSA or ISIR correction data to the CPS through the SAIG. Instead, the data is entered and submitted through the Web interface directly to the CPS.

- You must have Microsoft Internet Explorer Version 5.5 or higher installed on your PC workstation(s) and an Internet connection to utilize the EDExpress interface with the FAA Access to CPS Online Web site.

Application and Correction Entry

For the 2004-2005 processing cycle, we have made several enhancements to Application and Correction Entry:

- If a student is eligible for the Automatic Zero EFC, you are not required to complete the income and asset data fields. If a student is not eligible for the Simplified Needs Test, you are also not required to complete the asset data fields.

- We have reduced the number of pages displayed so you can navigate more quickly. This includes removing the introduction pages that displayed prior to the Application/Correction Entry page and combining the entry pages for a student's identifying information and the transaction number you want to correct.

- You have the option of providing a password when entering an application or correction, rather than being required to provide one. However, if you choose not to provide a password, you do not have the option to save an application or correction and then return later to complete and submit it.

- We combined the Signature page and the Application Summary page. The printed Signature page now includes a summary of application information entered by the FAA. If you want both the Signature Page and Application Summary, you only need to print one document.

- We have added an estimated taxes paid calculation, which enables you to easily obtain an estimate of Income Taxes Paid. This feature is helpful when entering records for students who did not file a tax return, or when re-calculating Taxes Paid in cases of professional judgment. To calculate the estimated taxes paid for a student or parent, select the Calculate Taxes Paid button next to the corresponding Taxes Paid question. This functionality has been removed from 2004-2005 EDExpress.

- We have removed the prompt to update or provide an e-mail address from Correction Entry in response to feedback from FAA users.

- When in Correction Entry, you are required to respond to the Signed By field only when the transaction has a signature reject or when you make a correction that changes the student's dependency status to dependent and the parent's signature is missing.

- Correction Entry now allows you to update a student's date of birth (DOB) and, in some cases, the student's Social Security Number (SSN).

- On a transaction with an SSN Match of 4 (SSN, DOB and Name matched), you can now correct the DOB. Correction Entry previously prevented the FAA from correcting the DOB.

- On a transaction with an SSN Match other than 4, you can now correct both the DOB and SSN. Correction Entry previously prevented the FAA from correcting the DOB and SSN.

- When a student's SSN, Last Name, and/or DOB are updated and the updated data has an SSN Match Flag of 4, a new PIN is automatically generated and sent to the student. The student will need their old PIN to access their transactions prior to the SSN, Last Name, and/or DOB correction and their new PIN to access transactions following the correction.

- The Correction Entry Confirmation page for real-time corrections now includes text alerting you if the correction is selected for verification by the CPS.

ISIR Requests

ISIR Request functionality has been added to the FAA Access to CPS Online Web site for the 2004-2005 cycle. See pages 12-15 of this guide for more information.

ISIR Request is a new feature for FAA Access to CPS Online. With this feature, you can request a single ISIR or a specified group of ISIRs from the new ISIR Datamart at any time. Once requested, the ISIR(s) are sent to your destination point through the SAIG.

You continue to have the option of receiving "daily" ISIR files as in previous processing years. Daily receipt is the default ISIR delivery method. Therefore, if you are satisfied with the ISIR delivery system for the 2003-2004 processing cycle, you do not need to make any changes for 2004-2005.

If you select daily receipt of ISIRs, you can also request ISIRs at any time through ISIR Request. If you decide to stop receiving all daily ISIRs, your ISIR delivery method must be updated by going to the SAIG Enrollment Site at:

FSAWebenroll.ed.gov

Please keep in mind you are required to request ISIRs for those students that are enrolled at your school. You only need to request the transactions you intend to pay on. For example, if a student attending your school has three transactions on file with the CPS, and you intend to use transaction 03 to determine the student's award package, you only need to request transaction 03. You do not need to request transactions 01 or 02. However, you do need to review subsequent transactions for impact to aid eligibility.

You continue to receive certain ISIR transactions automatically, even if you choose to halt the daily delivery method. These "pushed" ISIRs are the result of CPS reprocessing, National Student Loan Data System (NSLDS) post-screening, secondary Department of Homeland Security (DHS) confirmation (formerly INS match), EFC Change, or a SAR C Code change. These transactions should always be reviewed for impact to aid eligibility.

Application Status Check

Application Status Check has been added to the FAA Access to CPS Online Web site for the 2004-2005 processing cycle.

- When accessing the Student Inquiry section of the Web site, you are automatically directed to Application Status Check if the student does not have any processed transactions to view.

- Within Application Status Check, you can view the date a record was submitted, the type of record submitted, whether required signatures have been provided, and the DHS Secondary Match Hold Flag.

- If the student does have processed transactions, but also has an unprocessed record, you will be able to link from the page listing the processed transactions to the Application Status Check page.

Student Inquiry

The Student Inquiry page of FAA Access to CPS Online lists all processed ISIR transactions for a student. This new feature enables you to provide counseling that is more effective to your students.

- When your Federal School Code is not listed on the transaction, the EFC does not display. Instead, you see the phrase "DRN Required."

- In addition, for 2004-2005, when you are in Student Inquiry and select the Make Corrections button, you will bypass the Correction Entry login page and go directly to the entry page. However, since you are bypassing the login page, the temporary save functionality will be disabled. As a result, you must complete and submit the correction or exit the application. If you exit, you will lose any corrections entered and will need to re-enter the corrections when you return.

- Student Inquiry is updated to contain all data elements available on the ISIR. As a result, you will be able to view and print almost all ISIR data from the FAA Access to CPS Online Web site.

Verification Worksheet

The Verification Worksheet has been added to the FAA Access to CPS Online Web site for the 2004-2005 cycle.

- The Verification Worksheet can be used to compare ISIR data with documents collected for verification. When using the Verification Worksheet you have the option to submit corrections to student and/or parent data. The worksheet can be printed for future reference.

- For ease of navigation, various links to this worksheet are available to you from within the FAA Access to CPS Online application. You can navigate to the Verification Worksheet from a link on the FAA Main Menu and from Student Inquiry's FAA Information page.

- If you find a student's record needs to be corrected while using the Verification Worksheet, you now have the option to submit a correction record from this page. You simply click on the Submit button and a correction record is created and sent to the CPS. When performing this action, the updated data is edited. If an edit is triggered, you are sent to the Corrections entry page, where the edit is displayed and you can resolve the issue. With this new procedure, corrections sent to CPS should always be accepted, reducing the number of rejected correction records your office needs to resolve.

- The Verification Tolerance calculation alerts you when a correction needs to be made to the student's record. However, a correction must be submitted when:

  - Either a student or a parent has a Tax Status of 1 (Already Filed), and you corrected the value in their respective Income Earned from Work; or

  - Either a student or a parent has incorrectly reported their Number in Household or Number in College.

Batch Status

Batch Status functionality is not available on the FAA Access to CPS Online Web site for 2004-2005 data. Web transactions are processed individually, and batch tracking identifiers are not included in files sent to and received from the CPS.

ISIR Datamart

ISIR Datamart Overview

Beginning with the 2004-2005 processing cycle, the ISIR Datamart is the centralized location and storage space for all ISIR data generated by the CPS. Schools, state agencies, and other authorized users receive ISIR distributions from the datamart through the SAIG.

Preferences for ISIR Datamart deliveries to your school (and other services you participate in) are designated through FSA's Participation Management System. For more information please visit the SAIG Enrollment Web site at:

<div align="center">

FSAWebEnroll.ed.gov

</div>

Daily ISIRs

Schools have the option to receive "daily" ISIRs (referred to as "automatic" ISIRs in 2003-2004 and prior cycles) or to request specific ISIR records or groups of records from the datamart. The Participation Management System is used to specify your preference.

All users, by default, are set up for the "daily" ISIR distribution preference as in previous cycles. With the new flexibility provided by the datamart, this default preference can be updated at any time.

In addition, if you select "daily" receipt of ISIRs, you can also use the datamart to request ISIRs. All ISIR transactions for each student are stored in the datamart and available for retrieval upon request. A new ISIR request feature has been added to the FAA Access to CPS Online Web site allowing you to submit requests to the datamart for specific ISIR data based on query criteria.

Requested ISIRs

Requesting ISIRs is a simple process that allows you to receive only the ISIRs you need. You use the ISIR Request feature on the FAA Access to CPS Online Web site to request ISIRs from the datamart. Instead of submitting requests to the CPS for duplicate ISIRs, Year-to-Date (YTD) files, or Federal Data Request (FDR) files, you will now submit a query request to the datamart for the ISIRs you need. There is no limit to the number of times you can request the same ISIR.

Your identity is authenticated through FAA Access against the PIN Web site and current Participation Management information on file. Your school's DPA, or members of your staff with Participation Management System "write" access granted by your DPA, can request ISIRs from the datamart.

ISIR Request Options

A variety of query options are available to help facilitate your ISIR requests to the datamart, including:

- SSN/Name Identification (ID)

- Date range for Process Date, Receipt Date, or Date Completed

- Transaction Number (first, last, all, specific or greater than X)

- School Code(s)

- Grade Level (0 to 7)

- Dependency Status (Dependent or Independent)

- Eligibility Status (Pell Eligible, Ineligible, or Rejected)

- State of Legal Residence or state of college

- Expected Family Contribution (EFC) range (00000 to 99999)

- Verification Status (Selected or Not Selected)

- Veteran Status (Veteran Status = Yes)

- Destination Point (Required)

- Combination of these fields

As in past cycles, your school must be listed on the specific ISIR transaction you are requesting for the request to be successfully processed.

For your convenience, queries can be set up to run on a future date. For example, you may wish to receive all ISIRs processed on or before key deadlines at your school or state agency. If you want your query to run as soon as possible, simply leave the Execute Date blank and your query will run after the next CPS compute.

You may also wish to submit a query on a regular basis to retrieve new transactions for ISIR records that you have already processed.

As queries are run against the datamart, files of requested ISIRs are generated and sent to you through the SAIG. These files must be retrieved within 14 calendar days or they will be deleted. In addition, you can view the Request Date and Request Status any time after submitting a request. If the request has been processed, you can also view the Request Completion Date and Number of ISIRs that were sent.

Once you submit a query, it must be processed or cancelled before you can submit another. When you return to FAA Access to enter a new request, the last query entered is displayed — rather than creating a new query, you may find that you can save time by re-using the existing query to request ISIRs, provided the parameters still apply.

Automatically "Pushed" ISIRs

Certain ISIR transactions are automatically distributed (or "pushed") to you, regardless of the ISIR delivery option selected in the Participation Management System. This process assists you in meeting requirements for reviewing relevant ISIR data for your students before and after disbursement of financial aid awards.

When your Federal School Code is listed on the following types of transactions, an ISIR is automatically "pushed" to your school:

- EFC changes

- SAR C Code changes

- System-generated transactions

- NSLDS Post-Screening

- Department of Homeland Security (DHS) automated secondary confirmation (formerly INS match)

- Reprocessing

"Pushed" ISIR files are sent to your SAIG mailbox under a separate message class than ISIRs you receive from daily processing and/or specific ISIR requests you submit. "Daily" and

"pushed" ISIR data files are stored for retrieval in your SAIG mailbox under current retention/archival guidelines.

IMPORTANT NOTES:

- Although the flexibilities and options provided to schools through use of the ISIR Datamart are extensive, we wish to remind you that you are obligated to obtain ISIRs for all eligible students who enroll at your school.

- We highly recommend that you develop a process for requesting ISIRs from the datamart that takes into account your ongoing student admissions process as well as the tracking and monitoring of existing students with "paid-on" ISIR transactions.

- Your school **must** review all "pushed" ISIRs and assess any potential impact to your students' aid eligibility, regardless of whether or not you select the "daily" ISIR distribution.

- Schools that elect to not receive "daily" ISIRs, and instead request specific ISIR transactions from the datamart, **must** continue to review ISIR transactions for all enrolled students.

New Message Classes

We have modified CPS message classes for the 2004-2005 processing cycle to implement the ISIR Datamart.

In making the updates noted in the table below, we have taken into consideration schools that rely upon unique message classes that easily identify records resulting from applications or corrections submitted by the school.

ISIR Type	Message Class	Description
Daily	IDAP05OP	Daily ISIRs that are the result of Application records submitted by the school (previously sent in EAPS message class)
Daily	IDCO05OP	Daily ISIRs that are the result of Correction records submitted by the school (previously sent in CORR message class)
Daily	IDSA05OP	Daily ISIRs that are generated for all schools listed on the record (previously sent in SARA message class)
Daily	IDRE05OP	Daily ISIRs for State Agency residents
Daily	IDNR05OP	Daily ISIRs for State Agency non-residents
CPS Pushed	IGCO05OP	CPS Pushed ISIRs that are the result of Correction records submitted by the school (previously sent in CORR and SYSG message classes)
CPS Pushed	IGSA05OP	CPS Pushed ISIRs that are generated for all schools listed on the record (previously sent in SARA and SYSG message classes)
CPS Pushed	IGRE05OP	CPS Pushed ISIRs for State Agency residents
CPS Pushed	IGNR05OP	CPS Pushed ISIRs for State Agency non-residents
Requested	ISRF05OP	ISIRs requested directly from the ISIR Datamart
Errors	EAPR05OP	Error records from processing of Application data
Errors	CORE05OP	Error records from processing of Correction data
Errors	SIGA05OP	Error records from processing of Signature records

What's New for EDESuite?

Overview

The following sections describe the major 2004-2005 cycle changes in the EDESuite software:

- EDExpress — Global

- EDExpress — Application Processing

- EDExpress — Packaging

- EDExpress — Direct Loan and Pell

- DL Tools

- SSCR

EDExpress — Global

This section of the *School Electronic Process Guide* describes enhancements to the 2004-2005 EDExpress software affecting Global functionality, which is applicable across all modules.

- On the 2004-2005 FAFSA, the applicant is asked one Enrollment Status question, instead of the five separate Enrollment Status questions asked in previous cycles. EDExpress matches the new field and utilizes the same valid values as the 2004-2005 FAFSA. These valid values are:

  1 = Full time
  2 = 3/4 time
  3 = 1/2 time
  4 = Less than 1/2 time
  5 = Not sure

- Some schools are prohibited from sending student correspondence displaying the student's SSN by mail. To provide these schools with greater flexibility, a checkbox is now available on the Print dialog for all EDExpress letters (Award Letters, Document Tracking Letters, and User-Defined Letters) that excludes the SSN during paper printing of letters. EDExpress continues to remove the student's SSN in all cases when printing letters to e-mail.

- File Format codes for External Export are now included in Prior Year Import functionality. If your File Format codes remain the same from the prior year, importing these codes from your 2003-2004 EDExpress database will save you time by eliminating the need to recreate them in 2004-2005 EDExpress setup.

- For more effective communication with students, the Document Tracking letter has been enhanced to display an "M" (Missing) or an "I" (Incomplete) next to the document description and use "Missing and/or Incomplete" in the body text of the letter as appropriate.

- The Add Date, Add ID, Add Time, Update Date, Update ID, and Update Time fields are removed from the User Data Report, as these fields are not truly User Defined Fields. All User Defined Fields continue to print on the User Data report.

- The Browse Only option definable at the Security Group level in setup is enhanced to enable access to any new buttons and dialogs within each tab. This enhancement enables Browse-Only users to "drill down" and view detailed information on EDExpress records. For example, on the Awards Tab, a Browse Only user now has read-only access to data on any of the four dialogs attached to the tab, including the Awarded Funds grid.

- All Direct Loan and Pell setup is now entered under the COD Setup option on the Tools menu. Security Groups setup has been updated to enable you to modify access to the new COD Setup dialog.

- A new Global report called List – SSN Difference displays the discrepancies between original and current student identifiers. This report assists you with identifying all records for a student when multiple identifiers have been used for the student in a given award year.

- EDExpress setup has been modified to enable you to define and save certain "stable" EDExpress user data at the User ID level. While you will always be required to provide a PIN when accessing either the FAFSA or Student Inquiry tabs, the other user data required — such as SSN and DOB — is stored securely in the EDExpress database and will be populated automatically on the login screen for FAA Access to CPS Online authentication. Personal data supplied in setup at the User ID level is viewable only by the individual who entered and saved the data. After the personal data is saved, it will display as a series of asterisks.

EDExpress — Application Processing

This section of the *School Electronic Process Guide* describes enhancements to the 2004-2005 EDExpress software affecting Application Processing functionality.

- In past versions of EDExpress, users sent initial FAFSA and ISIR correction data to the CPS by entering data in EDExpress and creating export files for transmission through the SAIG. For 2004-2005 EDExpress, this process is redesigned so that you can take advantage of instantaneous, real-time CPS processing through the Web.

- In 2004-2005 EDExpress, initial FAFSA entry and ISIR correction entry functionality is accomplished by accessing the FAA Access to CPS Online Web site from within the EDExpress software. EDExpress users no longer need to export or transmit initial FAFSA or ISIR correction data to the CPS; the data is submitted through Web Services technology, and processed results are returned to your SAIG mailbox.

- When you access the FAFSA tab or the Student Inquiry tab (formerly the SAR/ISIR tab) of a student record in 2004-2005 EDExpress, the software's embedded browser technology will activate and display the authentication site for the FAA Access to CPS Online Web site. Once your authentication data has been accepted, you can elect to perform Application or Correction Entry, or view student ISIR transactions.

- Each time you leave a tab in EDExpress with a live connection to the FAA Access to CPS Online Web site, EDExpress ends your Web session. This prevents other users from performing activities on the Web site under your User ID.

- You can continue to import ISIR data, print ISIRs, and print reports on imported ISIR data in the EDExpress Application Processing module, as well as export ISIR data to an external file. You can also continue to import ISIR data into the Packaging, Pell, and Direct Loan modules.

- The DPA of the TG number you use to send and receive FAFSA and ISIR correction data should verify enrollment for FAA Access to CPS Online Web site services is completed prior to January 2004. This will ensure your school can take full advantage of 2004-2005 processing cycle enhancements.

- Enrollment for the FAA Access to CPS Online is accomplished through the SAIG Enrollment Web site, located at:

FSAWebenroll.ed.gov

- Since FAFSA data in EDExpress is now submitted through the FAA Access to CPS Online Web interface, you no longer provide the following data elements in Application Processing System setup:

  - Default Housing Plans

  - Default Cost of Attendance

  - Assumed School

  - Default Transaction Displayed

- Import functionality in EDExpress has been updated to accept all 2004-2005 ISIR Datamart and CPS message classes.

- With the new interface between EDExpress and the FAA Access to CPS Online Web site, export functionality from EDExpress to the CPS is no longer necessary. ISIR files you receive no longer contain CPS Header and Trailer records with batch identifiers. We have therefore removed all Batch Activity functionality from the Application Processing module.

- In general, we have removed Application Processing functionality from 2004-2005 EDExpress if similar or duplicative functionality already exists on the FAA Access to CPS Online Web site. The table on the next page provides a map for these changes:

	Functionality Remaining in the Application Processing module	Functionality Removed from EDExpress
Miscellaneous Functionality	ISIR Review tab View FAA Information (ISIR Review tab only) Query Browse File Formats ISIR Delete	FAFSA Entry SAR/ISIR Entry/Corrections Quick Corrections Process Correct to Blank Process Verify Process EFC Calculation Process Tax Calculation Process List Changes - Entered Value column only End of Entry Edits View Messages Regenerate Applications-Initial Regenerate Corrections Regenerate Duplicate Requests Verification Worksheet Verification Worksheet Report
Print Functionality	Print List Processed ISIRs Print NSLDS Print Record Layout (RL) User-Defined Format Print Student Summary Print ISIR	Print FAFSA Print List Batch Activity Print List Entered Duplicate Request Print List Entered Applications Print List Entered Corrections
Export Functionality	Export External ISIR	Export Applications Initial Export Signature Export Corrections Export Duplicate Request Export FDR
Import Functionality	Import ISIR Import Errors Import Signature Hold File	Import External Change

Please also note the following additional enhancements to the EDExpress Application Processing module:

- FAA Information and List Changes information for each ISIR transaction you receive is now accessible through the View menu on the ISIR Review tab.

- When an assumption has been made on an ISIR, a notation is displayed on the ISIR Review tab. This notation alerts you to go to the Process List Changes dialog box in order to see the assumed values for the record.

- Enhancements have been made to the List Changes dialog box. The student's name and trankey (SSN, Name ID, and transaction number) now display on the title bar for quick reference. In addition, the Entered Value column is completely removed from this dialog box, as we no longer store entered FAFSA values in the EDExpress database.

- We have added a pre-defined Application Processing query that allows you to filter the output on ISIR data lists based on Record Type. This helps you to identify and differentiate ISIR transactions based on the source; for example, FAFSAs or ISIR corrections.

EDExpress — Packaging

This section of the *School Electronic Process Guide* describes enhancements to the 2004-2005 EDExpress software affecting Packaging functionality.

- For quick reference, the Status Information box on the Awards Tab now displays the SAR C Flag if it is present on an ISIR transaction you import into Packaging.

- The Packaging Browse grid under the Tools menu now lists the text descriptions for the terms you define for your Academic Year Profile codes. In prior EDExpress versions, only the codes were listed. This enhancement makes the Browse grid more readable, allowing you to view and export the total amount awarded for each type of fund by term description.

- To improve FAA identification and student recognition of Award Letters printed and sent through e-mail, a year indicator now automatically displays in the Award Letter e-mail subject line and in the attachment title.

- The student e-mail address field has been added to the Packaging External Import Add and External Import Change record layouts.

- External Import Change record layouts only allow fields with a maximum of 35 bytes. Since the student e-mail address field is 50 bytes, this data element is a "designated" field on each External Import Change record. This means if you wish to add or update the student e-mail address field, you do not need to include the corresponding change field number followed by the modified value. It is now a constant field occupying its own position in the Packaging External Import Change record layout.

EDExpress — Direct Loan and Pell

This section of the *School Electronic Process Guide* describes enhancements to the 2004-2005 EDExpress software affecting Direct Loan and Pell functionality.

Setup

The following enhancements have been made to Direct Loan and Pell setup:

- For 2004-2005, Pell and Direct Loan Setup screens are located under one COD Setup tab. Where possible, we have combined Direct Loan and Pell setup fields into a single setup screen (although you will still be able to differentiate one program's setup parameters from the other). From the COD Setup tab, you can access the COD System Setup (Pell and DL), School Setup (Pell and DL), Disbursement Profile Setup (Pell and DL), Pnote Printer Setup (DL only), and Tolerances (DL only) Setup.

- Direct Loan School Setup has been expanded to include fields from the 2003-2004 Direct Loan System Setup that were not combined into the 2004-2005 EDExpress COD System Setup. These fields include:

  - Total Prom Notes to be Printed

  - Prom Note Print Option

  - FAA Authorized Official

  - Sub/Unsub Loan Fee Percentage

  - PLUS Loan Fee Percentage

  - Sub/Unsub Interest Rebate Percentage

  - PLUS Interest Rebate Percentage

  - Print to (L)ocal or (P)ermanent Address?

  - Are You a Special School?

  - Prompt to Create an Additional Sub/Unsub Loan During Origination Process?

  - Entrance Interview Required Prior to Disbursement?

  - Disclosure Statement Print Indicator

  - Actual Disbursement Type

  - Do You Use multi-year MPNs at Your School?

- You can now enter multiple DL codes in School Setup and indicate which code is the default, similar to Pell setup.

- The Disbursement Profile setup for Pell and Direct Loan are now combined into one setup screen. The Direct Loan Disbursement Profile Code replaces the DL Loan Period Code in previous EDExpress versions. This enhancement allows you to use the same profiles for Pell and Direct Loan processing when appropriate. In the new setup table, you have the option to indicate whether a disbursement profile is for Pell-only, Direct Loan-only, or applicable to both. Disbursement edits are performed accordingly within EDExpress.

- In addition, the Disbursement Profile Code is updated from two bytes to four bytes. This provides you added flexibility when setting up these codes.

- You can now designate a default response for the "Combine DL and Pell data?" checkbox on the Pell and Direct Loan Export screens through the new COD System Setup. The checkbox remains available on the Pell and Direct Loan Export dialog, and can be modified.

- EDExpress start-up warning messages triggered when Entity IDs have not been defined for Direct Loan and/or Pell can now be turned off in COD System Setup. This option is especially useful to schools not using EDExpress to process both Pell and Direct Loan.

Prior Year Import

The following enhancements have been made to Direct Loan and Pell Prior Year Import functionality:

- When performing a Prior Year Import, EDExpress moves only the first unique Pell Disbursement Profile Code or the first unique DL Loan Period Code (if you have used the same codes for both modules) into the new combined setup for both modules. Any subsequent entries are printed on the import edit report. This feature allows you to enter any of the subsequent entries that you may decide to use again for 2004-2005 processing into setup.

- The Source Entity ID and the Third Party Servicer Flag can be included in Prior Year Import for both Pell and Direct Loan.

- The Reporting Entity ID and Attended Entity ID fields in Pell School Setup are now pulled forward by Prior Year Import. This same action occurs for Reporting Entity ID, Attended Entity ID, and Funding Method in Direct Loan School setup.

Direct Loan and Pell Data Processing

The following enhancements affect both Direct Loan and Pell data processing:

- Direct Loan and Pell Origination entry is now accessible through a single Origination tab, similar to the 2003-2004 Disbursement tab for both Pell and Direct Loan modules.

- For 2004-2005 Pell and Direct Loan processing, COD has provided schools with various message class options. To assist you with managing your files, EDExpress is using year-specific COD Pell and Direct Loan message classes. The following 2004-2005 message classes are used by EDExpress Release 2.0:

CRAA05IN	Pell and DL export files to COD
CRAA05OP	Pell and DL import Response from COD
CRRC05OP	Pell and DL Receipts
CRBN05OP	DL Booking Notification
CRCO05OP	DL Credit Decision Override
CRND05OP	Pell Negative Disbursement
CRPS05OP	DL Payment to Servicing
CRPN05OP	DL Promissory Note
CRWB05OP	Responses for COD Web activity

- Valid date ranges for Pell and Direct Loan processing are updated for the 2004-2005 processing cycle to synchronize EDExpress with COD edits and federal policy. These date ranges include:

Date of Birth	01/01/1905 to 12/31/1996
Pell Enrollment Date	01/01/2004 to 06/30/2005
Pell Payment Period Start Date	01/01/2004 to 06/30/2005
Pell Disbursement Date	06/21/2004 to 09/30/2009
DL Award Begin Date	07/02/2003 to 06/30/2005
DL Award End Date	07/01/2004 to 06/29/2006
DL Academic Year Start Date	07/02/2003 to 06/30/2005
DL Academic Year End Date	07/01/2004 to 06/29/2006
DL Disbursement Date	06/22/2003 to 10/27/2006

- To align import edit reports for Pell and Direct Loan with COD processing, import edit reports for DL Anticipated and Actual (or "funded") Disbursement Response files have been updated to display information in a format similar to the Pell Origination Response report.

Pell Only Processing

The following enhancements affect Pell data processing only:

- When importing ISIRs into the EDExpress Pell module and selecting the "Import Packaging Data?" option, and a Disbursement Profile Code, the software automatically sets the records to be sent to COD in the next batch. This default can be modified on the Import screen.

- To avoid receiving a reject from COD, EDExpress no longer allows you to save a Pell Disbursement with a Disbursement Sequence Number = 01 and a Disbursement Release Indicator (DRI) = false with a Disbursement Amount of $0 unless the disbursement has already been accepted by COD. Once the disbursement is accepted by COD, you may reduce the Disbursement Amount to $0.

- The Pell List-Document Activity report has been updated to only display batches containing Pell data. In 2003-2004 EDExpress this report displayed Pell-only, Direct Loan-only, and combined Pell and Direct Loan batches.

- The Disbursement Document Summary Report is no longer a report option in EDExpress, as most schools now use the COD Web site to track COD Document statistics.

- When you import an ESOA report into 2004-2005 EDExpress, the GAPS Award Number now displays in the following format: P063P041234.

- The Pell External Import Change process has been updated to require only the fields that are to be modified and a few key fields. You are no longer required to populate all Pell Origination data elements in your import change file. To accomplish this, the external add now allows filler in non-modified fields. There has been no change to the existing external add record layout in implementing this enhancement.

    Note: The enhanced Pell External Import Change functionality does not extend to correcting fields to blank. Use manual entry or Pell multiple entry to correct fields to blank.

- EDExpress now exclusively imports the Primary EFC value for Pell Origination records when performing an ISIR import into the Pell module.

- Pell Origination record fields used to calculate credit/clock-hour program eligibility have been relocated to a topic box titled "Enrollment Information – For School Use Only." The fields moved are not stored or returned by the COD system, and will not be exported to COD as part of the Origination record. However, the following fields can still be used by credit/clock-hour schools on the separate topic box internally to calculate student eligibility:

  - Enrollment Status

  - Academic Calendar

  - Payment Methodology

  - Weeks of Instructional Time Used to Calculate Payment

  - Weeks of Instructional Time in Program's Academic Year

  - Credit/Clock Hours Expected to Complete This School Year

  - Credit/Clock Hours in Program's Academic Year

- Pell Data Export functionality has been updated to include two new Pell-specific reports you can request from COD: the Pell Potential Overpayment (POP) Report (PGPR05OP) and the Pell Verification Status Report (PGVR05OP).

Direct Loan Only Processing

The following enhancements affect Direct Loan data processing only:

- For 2004-2005, COD is requiring Anticipated DL Disbursements for all schools. All terminology in EDExpress referring to "Edit-Only" has been updated to read "Anticipated" Disbursement.

- A single entry grid is now provided to accommodate both Anticipated and Actual DL Disbursements.

- COD comment codes now display under the View menu on the Disbursement tab rather than on the Disbursement entry grid. This enhancement will reduce the need to scroll within the entry grid on the Disbursement tab to locate this data.

- To be consistent with COD, the Disbursement Date field for a disbursement adjustment is defined as the same date as Disbursement Sequence Number 1 (or a "Q" transaction date), and is no longer defined as the transaction date of the adjustment. To assist you in tracking the actual date a disbursement adjustment occurs, a new field called "Action" is available on the Disbursement entry grid. This enhancement provides you the flexibility to record not only the Disbursement Date for an adjustment, but also the date the action/adjustment was performed at your school.

- If you attempt to import an amount of "0" for the Loan Amount Approved field through the DL External Import Add file, the import edit report displays text advising "Loan Amount must be > $0 in order for the loan to be originated."

- You now have the option to utilize the Master Promissory Note (MPN) Status of "T" in EDExpress for PLUS loans. The MPN Status of "T" is used to indicate you assume an MPN is on file at COD for the borrower. When this status is recorded within EDExpress for a borrower, EDExpress does not require the printing of an MPN.

- The MPN Status of "T" functions identically for PLUS, Subsidized and Unsubsidized Direct Loans. As a result, when a PLUS loan is accepted by COD and the Response file is imported into EDExpress, the MPN Status is updated with the status on file at COD.

- All PLUS credit decision information, and status codes, are now displayed in a centralized location on a separate dialog box accessible from the Origination tab.

- Schools can now retrieve the Deferment Request form from the Direct Loan Servicing Web site. As a result, and to avoid any potential inconsistencies, we have removed the option to print the form from EDExpress.

- We have added the ability to modify the DRI flag for Direct Loan Disbursement records through Multiple Entry, as well as modify Disbursement Amount and/or Disbursement Date values.

DL Tools

This section of the School Electronic Process Guide describes changes to the DL Tools for Windows software.

Listed below are changes to 2004-2005 DL Tools for Windows:

- DL Tools for Windows provides cash management functionality; SAS import and print functionality; Loan, Disbursement, and Cash compare functionality; and Rebuild functionality for the 2002-2003, 2003-2004, and 2004-2005 program years. In addition, DL Tools is updated to process the appropriate message classes for the SAS and Rebuild files for these three program years.

- Since many schools have closed out Direct Loan processing for the 2001-2002 cycle, 2004-2005 DL Tools does not accommodate this program year. If you need to run a compare, track cash management, or conduct a loan rebuild for the 2001-2002 Direct Loan processing cycle, we will continue to offer 2003-2004 DL Tools Version 3.1 on the FSADownload Web site.

- In the Browse dialog box, the Record Source will now indicate "C" (COD) as the source of the records instead of "L" (LOC).

- The Disbursement Detail External Import Add record layout has been modified to include the Previous Disbursement Sequence Number. This data element is a required field for disbursements with a Disbursement Sequence Number ranging from 66 to 90 (adjusted Web Disbursement Amounts or adjusted Disbursement Dates), and can be blank for other cases. The Previous Disbursement Sequence Number allows for the proper placement of an adjusted disbursement transaction among the other disbursement transactions to insure an accurate Disbursement Amount. See the table below for an example:

Disb #	Disbursement Sequence #	Previous Sequence #
01	01	
01	66	01
01	02	

- DL Tools is updated to accommodate the 2004-2005 COD Rebuild file for Full Participants. This enhanced file provides COD Full Participant valid values for all data elements, including the Previous Disbursement Sequence Number and the CPS Transaction Number. These enhancements allow DL Tools to rebuild an award and disbursements directly without system intervention, ensuring a more complete EDExpress database rebuild.

SSCR

A new version of the Student Status Confirmation Report (SSCR) PC software will be released in July 2004.

The SSCR software is a 32-bit PC application that schools can use to electronically certify borrowers' enrollment status and update student address information with the National Student Loan Database System (NSLDS). It offers enhanced query functionality such as pre-defined queries, ability to modify existing queries, and value help specific to the selected query field. The SSCR software is part of the EDESuite of software; however, it is not cycle specific.

The July 2004 release will upgrade the SSCR database structure from a Microsoft Access 97 platform to Access 2002 and implement other enhancements.

FSA will provide additional information to the community on this new SSCR release as our requirements and development process progresses.

Return of Title IV Funds on the Web

Return of Title IV Funds (R2T4) on the Web

Return of Title IV Funds is a non-year-specific application developed to calculate the earned and unearned portion of Title IV program assistance in accordance with section 484B of the Higher Education Act of 1965, as amended, and the final regulations published November 1, 1999 (64 FR 59016).

Beginning with the 2004-2005 processing cycle, this application has been redesigned as a Web application called R2T4 on the Web and is accessible through the FAA Access to CPS Online Web site.

R2T4 on the Web was designed for an easy transition by schools from the PC software to the Web platform. We have retained the look, feel and functionality as it existed in the PC software.

You can enroll for R2T4 on the Web through the SAIG Enrollment Web site, located at **FSAWebenroll.ed.gov**. Your school's DPA automatically has access to R2T4 on the Web, and can enroll additional staff members with view-only or update access.

R2T4 on the Web has been designed to provide the following features and functionality:

- In order for you to navigate quickly and intuitively through R2T4 on the Web, all pages display links to:

  - R2T4 on the Web Welcome page

  - Create a new student record

  - Find an existing student record

  - Program Institutional Charges, School Calendar Profiles, and User Specified Data setup

  - Reports

  - Download/export student data

  - Online Help and Frequently Asked Questions

  - FSA Schools Portal: **fsa4schools.ed.gov**

- With R2T4 on the Web, you can preview, print, update, and track student repayment records and school repayment obligations. By completing the R2T4 Worksheet, the student and/or school repayment obligations are calculated automatically using established federal rules and regulations.

- R2T4 on the Web is designed to require only one student record for the duration of a student's enrollment at your school and may consist of more than one worksheet.

- The R2T4 student record contains updateable general student identifier and demographic information such as local and permanent address. You can open a student record by the student's SSN or last name.

- As in the PC version, R2T4 on the Web requires that you establish Program Institutional Charges and School Calendar Profile codes prior to creating student records. Program Institutional Charges codes are created to track various combinations of tuition and fees, room, board, and other fees by academic program. The School Calendar Profile setup page enables you to define your school's calendar by academic program.

- You can add up to ten scheduled breaks (five consecutive days or more) in each School Calendar Profile. Scheduled breaks of five consecutive days or more are excluded from the percentage of payment period completed in the R2T4 calculation. In addition, if you enter a Withdrawal Date on the R2T4 Worksheet that falls within a scheduled break, a warning message displays alerting you to use the last date of institutionally scheduled class.

- On the Post-Withdrawal page, you can view, update, and print post-withdrawal disbursement amounts as calculated by the R2T4 Worksheet and track your treatment of Return of Title IV funds when a student withdraws from a credit hour or a clock hour program.

- The Notification Tracking Status screen of R2T4 on the Web allows you to quickly view, monitor, and update student records at various stages in the R2T4 process, including:

- Number of students waiting to be notified – A list of the students who owe repayments but have not yet been notified by the school to return Title IV funds.

- Number of students who have been notified but have not made arrangements to repay – A list of the students who have been notified, but have not made repayment arrangements.

- Number of students who have been notified and have made arrangements to repay – A list of the students who have made repayment arrangements for the student portion of the overpayment and have notified the school of their repayment arrangement.

- Number of students for whom the school has not returned funds – A list of students for whom the amount of unearned Title IV aid due from the school in Step 6 of the R2T4 Worksheet is greater than zero, but funds have not been returned to the U.S. Department of Education.

- Number of students for whom the school has returned funds – A list of students for whom the amount of Unearned Title IV aid due from the school in Step 6 of the R2T4 Worksheet is greater than zero, and funds have been returned to the U.S. Department of Education.

- To assist in meeting FAA record retention needs, the R2T4 Worksheet can be printed.

- The Student Listing print option provides you with a quick, intuitive report of the student records you have created in R2T4 on the Web.

- R2T4 on the Web continues to provide you the flexibility to create ten user-defined fields. This functionality is provided through the User Specified Data setup page. For your convenience, the Web site offers pre-defined fields for GPA, Major, Overpayment Status, Withdrawal Reason, and Leave of Absence Reason. This page can be viewed, updated, and printed.

- The Data Export page allows you to download data in a comma-delimited text file or to display data on an XML page.

- When using the R2T4 Worksheet to calculate a return of Title IV funds, the calculated dollar amounts are derived using normal rounding rules and dollars and cents are displayed. For percentages, the software calculates to four places and rounds to three places unless otherwise indicated. These calculated values cannot be updated.

ISIR Analysis (IA) Tool

ISIR Analysis (IA) Tool

Beginning with the 2004-2005 award year, the ISIR Analysis (IA) Tool PC software will be a Web-based application. The Web application will provide users with greater ease in creating reports and analyzing data. FSA staff is in the process of developing requirements to ensure a smooth transition from a PC-based platform to a Web environment.

The IA Tool Web application will be made available in two phases. The first phase is scheduled for release in June 2004, and the second phase is scheduled for release in October 2004:

- In "Phase One", schools will be able to access and extract ISIR records from FSA's ISIR Datamart for use in IA Tool.

- In "Phase Two," a specific report and analysis component will be incorporated into IA Tool to provide users with a multitude of report and analytic capabilities that can be applied to "initial" and "paid on" ISIR data.

FSA is striving to maintain the basic functionalities of the PC software while simplifying and enhancing the process as a whole. Conversion to a Web-based application is a major step toward improving the product's usability, viability, and effectiveness.

As we move forward with our development efforts on IA Tool we will keep you apprised of our progress and what you can expect from this new and improved verification analysis tool.

Getting Help

CPS/WAN Technical Support

If you have any questions regarding this guide or the 2004-2005 EDESuite software products in general, please contact CPS/WAN Technical Support for assistance by calling 800/330-5947 or sending an e-mail to **cpswan@ncs.com**. TDD/TTY services are also available at 800/511-5806.

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

CPS/WAN Technical Support can assist you with the following:

Software and Web Assistance

- EDExpress – Application Processing, Packaging, Direct Loan, and Pell
- EDconnect
- DL Tools

- SSCR
- FAA Access to CPS Online
- R2T4 on the Web
- ISIR Analysis Tool

Technical References

- COD Technical Reference Vol. V (Direct Loan & Pell Grant Combination System Supplement)
- COD Technical Reference Vol. VI (Direct Loan Tools)

- EDE Technical Reference
- Packaging Technical Reference

Additional Customer Services

- CPS Testing System

- Custom/Combo/Mainframe Support for Direct Loans

- EDE Enrollment and Participation

- Electronic Access Conference (EAC) Information

- FAA Access to CPS Online Web site

- ISIR Guide

- Rejected EDE Records

- Renewal Application Data (RAD) Process Guide

- Restore Files to Customers' Mailboxes

- SAIG Network Password Changes and Resets

- SAIG Transmission Errors

- SAR/ISIR Comment Codes and Text

You can also post questions regarding this guide 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 Listservs & Mailing Lists link on the FSA Schools Portal at:

ed.gov/offices/FSA/services/fsatechsubscribe.html

Many of the enhancements made for the 2004-2005 processing cycle 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.

The IFAP Web Site

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

Customer Service

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 entity's purpose, which are primarily found as bullets. To view and/or print a copy of this document, visit:

FSAdownload.ed.gov/SASTechRef.htm

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.

E-mail: **CODsupport@acs-inc.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**

FSATECH Listserv

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

ed.gov/offices/FSA/services/fsatechsubscribe.html

Documents

The following documents detail the changes to the Application Processing System for the 2004-2005 processing cycle. The documents are located on the U.S. Department of Education's Federal Student Aid download Web site, located at **FSAdownload.ed.gov**, and on the Information for Financial at Professionals (IFAP) Web site, located at **ifap.ed.gov**.

- *RAD Process Guide*, describing changes to the Renewal Application Process, August 2003

- 2004-2005 EDE Technical Reference, available November 2003

- *A Guide to ISIRs*, available November 2003

- Process Guide to Application Processing System Changes, available late October/early November, 2003

- *Web Process Guide*, available late October/early November, 2003

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**

- FSATECH Listserv: **ed.gov/offices/FSA/services/fsatechsubscribe.html**

- FSAdownload: **FSAdownload.ed.gov**

- Common Origination and Disbursement (COD): **cod.ed.gov**

- SAIG Enrollment: **FSAWebenroll.ed.gov**

- Demonstration Web site: **fafsademo.test.ed.gov**

- FSA Schools Portal: **fsa4schools.ed.gov**

Glossary of Acronyms

The following lists common acronyms used in this action letter.

CPS	Central Processing System
CSCC	Customer Service Call Center
COD	Common Origination and Disbursements
DOB	Date of Birth
DL	Direct Loan
DHS	Department of Homeland Security
DPA	Destination Point Administrator
DRI	Disbursement Release Indicator
DRN	Data Release Number
EAC	Electronic Access Conference
ED	U.S. Department of Education
EDE	Electronic Data Exchange
EFC	Expected Family Contribution
FAO	Financial Aid Office
FAA	Financial Aid Administrator
FAFSA	Free Application for Federal Student Aid
FDR	Federal Data Request
FSA	Federal Student Aid
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
R2T4	Return of Title IV Funds on the Web
SAIG	Student Aid Internet Gateway
SAR	Student Aid Report
SSA	Social Security Administration
SSCR	Student Status Confirmation Report
SSN	Social Security Number
WAN	Wide Area Network
YTD	Year-to-Date