

Washington State Board for Community and Technical Colleges





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Next Steps – Manage Direct Loan Application page

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Purpose Statement

The Direct Loans Troubleshooting Guide serves as an initial reference to help identify and begin resolving Direct Loan Origination and Disbursement error messages within ctcLink. This guide outlines common issues and suggests first steps in the troubleshooting process. It is not intended to be an all-encompassing resource; rather, it provides a starting point to guide you toward the appropriate resolution steps, additional documentation, and system resources. If the explanation in the guide does not result in resolution of Direct Loan processing error messages, due to other system issues, or more in-depth training is needed, use the ctcLink Support Help Desk Ticketing System to request further assistance. Please read the guide in its entirety before making any adjustments to Direct Loan Payments.

Direct Loan Processing Troubleshooting

Direct Loan Outbound Troubleshooting Process Definitions

		Process	Review Log
Process	Process Name	Description	Required?
Generate Direct	DLOUT -	COD Direct Loan	Υ
Loan Data	FAPDLOOR	Outbound	
		Origination	
Generate Direct	DLOUT - FAPDLOCH	COD Direct Loan	Υ
Loan Data		Origination	
		Changes	
Generate Direct	DLOUT - FAPDLODB	COD Direct Loan	Υ
Loan Data		Outbound	
		Disbursement	

Table of the Most Common DLOUT FAPDLOOR Direct Loan Origination Error Messages

The following table lists out the most common DLOUT FAPDLOOR Origination messages, giving basic navigation and areas within ctcLink to understand the source of the DLOUT FAPDLOOR Origination Error message. After this table, there is further drill down in the guide for each message in this table with screen shots to further aid in troubleshooting and resolution of the error.

NOTE! MANY OF THESE ERROR MESSAGES AND THEIR RESOLUTION ALSO DISPLAY IN THE DISBURSEMENT VALIDATION ERROR REPORT.





Message	Record/Table	Message	What to Review to	How to Resolve
coouge	Impacted	Source	Troubleshoot	Message
Disb Date < Loan	Manage	Disb Date	Navigate to Financial Aid	Navigate to Financial
Period Start Date	Direct Loan	erroneously	> Loans > Direct Lending	Aid > Loans > Direct
(-10 days)	Application	begins before	Management > View	Lending
(10 days)	page	Loan Period	Loan Processing Actions	Management >
	Page	Start Date.	and review verify the	Manage Direct Loan
		Start Bate.	action status of 'Failed	Application >>
			Rule'. Select the 'Msg'	Application Financial
			link to see the details on	tab >> Disbursement
			the failed validation edit.	tab page and
			the falled validation eart.	compare the Loan
				Period Start field in
				the Loan Application
				Data section to the
				Antc Date fields at
				the bottom of the
				page.
Borrowers	Add/Update	Typically,	Navigate to Campus	Navigate to Campus
Address is	a Person	these errors	Community > Personal	Community >
Incomplete	page	relate to	Information >	Personal Information
in complete	hage	PLUS loans.	Add/Update a Person	> Add/Update a
And	and/or	The	page and review the	Person page and
7		borrower's	Address pagelet.	define the parent's
Invalid or missing	Manage	Bio/Demo	riadi ess pageren	bio/demo info. Save
Borrower SSN	Direct Loan	info is not	Additionally, navigate to	the page.
	Application	populated in	Financial Aid > Loans >	
And	page	the Add	Direct Lending	Navigate to Financial
		Update a	Management > Manage	Aid > Loans > Direct
Invalid Borrower		Person page,	Direct Loan Application	Lending
Birthdate		and/or the	page and review the	Management >
		parent	Application Bio/Demo	Manage Direct Loan
And/or		borrower	tab to review the	Application page and
,		EMPL record	Borrower ID field—is it	on the Application
Borrower is not		is not linked	populated?	Bio/Demo populate
eligible		to the PLUS		the parent Borrower
(Citizenship		loan record.		ID field with the
Status)				linked EMPL.
Invalid Student	Add/Update	The phone	Navigate to Financial Aid	Navigate to Campus
Phone Number	a Person	number	> Loans > Direct Lending	Community >
	page	information	Management > Override	Personal Information
		may not be	Loan Application Data	> Add/Update a
		populated in	>> Direct Loan Phone	Person page. If no
		the	tab and review the	phone number exists,
		Add/Update	phone number.	add it into the Phone
				group box. If one





		1	1	a tala a effective a
		a Person		exists, verify whether
		page.		the phone number
				changed.
				To override the
				phone number,
				navigate to Financial
				Aid > Loans > Direct
				Lending
				Management >
				Override Loan
				Application Data >>
				Direct Loan Phone
				tab. Select the
				Override Phone #
				checkbox, and enter
				the phone number.
				Select Save .
Student Address	Add/Update	The student's	Navigate to Campus	Navigate to Campus
is Incomplete	a Person	address	Community > Personal	Community >
	page	information	Information >	Personal Information
	' "	may not be	Add/Update a Person	> Add/Update a
		populated in	page to review the	Person >> Address
		the	Address Type. For	link page to review
		Add/Update	Default Management	the Address Type .
		a Person	skip trace purposes, the	Work with the
		page,	Home Address Type	Student
			must be used. Is the	Records/Enrollment
		or the	Address Type listed as	Services department
		Address Type	other than Home? i.e.,	so the Address Type
		may be listed	Mailing address,	can be updated to
		as an	Permanent address,	Home.
		ineligible	Business address,	
		Address	Temporary address, etc.	
		Type.	, , , , , , , , , , , , , , , , , , , ,	
Change to	Maintain	The student's	Navigate to Financial Aid	Navigate to Financial
Special Pgm	Student FA	NSLDS Loan	> Financial Aid Term >	Aid > Financial Aid
causes Grade	Term >> FA	Year and	Maintain Student FA	Term > Maintain
Level mismatch	Term tab	Direct	Term >> FA Term tab and	Student FA Term >>
	And	Lending Year	review the Academic	FA Term tab and in
And/or		may not	Plan. Is the student Plan	the Student Data
	Maintain	correspond	stacked in a PRQ	group box in the
Special	Student FA	with the	program?	affected term(s),
Program/Grade	Term >>	Academic		insert a new row.
Level combo	Financial Aid	Plan.	Navigate to Financial Aid	Today's Effective Date
mismatch	tab		> Financial Aid Term >	will populate. Select





	1		Maintain Student FA	the Finencial Aid tak
			Maintain Student FA	the Financial Aid tab.
			Term >> Financial Aid	Set the NSLDS Loan
			tab and review the	Year and the Direct
			NSLDS Loan Year and the	Lending Year to 1st
			Direct Lending Year. If	Year – Never
			the student is Plan	Attended or 1 st Year –
			stacked in a PRQ	Previously Attended.
			program, the NSLDS	These statuses will
			Loan Year and the Direct	now be overridden.
			Lending Year must be 1 st	You may leave them
			Year – Never Attended or	overridden or opt to
			1 st Year – Previously	unselect the override
			Attended.	box. Select the Save
				button. It is
				recommended you
				leave them at an
				overridden status
				until the loan record
				resolves in ctcLink
				and is successfully
				reported in COD.
Weeks Program	Maintain	Weeks of	Navigate to Financial Aid	If the FA Term row's
Acad Year less	Student FA	Instruction	> Financial Aid Term >	Effective Status =
than 26	Term >> FA	value is < 12	Maintain Student FA	Inactive, and it should
	Term tab	or 0.	Term >> Records/Term	be <i>Active</i> insert a
And/or			Info and review the	new row and select
	And/or	Or	Weeks of Instruction.	the Build button to
Published			The value should be 12.	populate Plan Stack
Program Length	COD	FA Term row		and Enrollment Data.
is missing	Credential	may be	Also review the FA Term	
	Cross	Inactive.	Effective Status. If the	Or, if at the COD
	Reference		status = <i>Inactive</i> .	Credential Cross
	page	Or the		Reference page, the
		Academic	Next, navigate to Set Up	Academic Plan is not
	And/or	Plan may be	SACR > Product Related	on the COD XRef
		missing from	> Financial Aid > COD >	page, add the FA
	Academic	the COD	Credential Cross	eligible program
	Plan >>	Credential	Reference and check if	values to the page
	Taxonomy tab	Cross	the Academic Plan is	select Save .
		Reference	missing from this page.	
		page.		Or, if at the Academic
			Next, navigate to Set Up	Plan Table >>
		Or, the	SACR > Foundation	Taxonomy tab,
		Academic	Tables > Academic	ensure the Effective
		Plan may be	Structure > Academic	Date is not a later
		listed as	Plan Table >> Taxonomy	date than when the





		Inactive or	tab and check the	Direct Loan was
		Inactive, or may have	Effective Date of the	awarded/originated.
		conflicting	page and review the	If it is a later date, the
		Effective	values in the Program	Effective Date needs
		Dates, or CIP		to be corrected to
		· .	Length Type and	
		may be	Program Length Value	occur prior to the
		missing from	field. Also check the	Direct Loan award
		Academic	Academic Plan tab to	being
		Plan >>	verify the Academic Plan	awarded/originated.
		Taxonomy	is a FA eligible plan.	Also in the Academic
		tab.		Plan tab, note the
				Program Length and
				Type values for
				accuracy. Lastly,
				check the Academic
				Plan tab to ensure FA
				eligibility by
				reviewing the Short
				Description field
				which should always
				begin with a 9 to be
				FA eligible.
				i.e. <i>, 9_DTAA</i>
				If adjustments need
				to be made, work
				with the SBCTC CS
				Core team by
				submitting a
				HelpDesk ticket.
Payment Period	Maintain	FA Term row	Navigate to Financial Aid	If the FA Term row's
End Dt outside	Student FA	may be	> Financial Aid Term >	Effective Status =
Award Begin/End	Term >> FA	Inactive.	Maintain Student FA	Inactive, and it should
Dt	Term tab		Term >> FA Term tab and	be <i>Active</i> insert a
		Or the	review the FA Term	new row and select
	And/or	Academic	Effective Status. If the	the Build button to
		Plan may be	status = <i>Inactive</i> .	populate Plan Stack
	COD	missing from		and Enrollment Data.
	Credential	the COD	Next, navigate to Set Up	
	Cross	Credential	SACR > Product Related	Or, if at the COD
	Reference	Cross	> Financial Aid > COD >	Credential Cross
	page	Reference	Credential Cross	Reference page, the
		page.	Reference and check if	Academic Plan is not
	And/or		the Academic Plan is	on the COD XRef
		Or, the	missing from this page.	page, add the FA
		Academic		eligible program
		Plan may be		





	Academic	listed as	Next, navigate to Set Up	values to the page
	Plan >>	Inactive, or	SACR > Foundation	select Save .
	Taxonomy tab	may have	Tables > Academic	Sciect Save.
	laxonomy tab	conflicting	Structure > Academic	Or, if at the Academic
		Effective	Plan Table >> Taxonomy	Plan Table >>
		Dates, or CIP	tab and check the	Taxonomy tab,
		may be	Effective Date of the	ensure the Effective
		l '		Date is not a later
		missing from	Academic Plan. Is it in an	
		Academic	Active Status with an	date than when the
		Plan >>	Effective Date that	Direct Loan was
		Taxonomy	occurs before the Direct	awarded/originated.
		tab.	Loan originated?	If it is a later date, the
				Effective Date needs
				to be corrected to
				occur prior to the
				Direct Loan award
				being
				awarded/originated.
				Also in the Academic
				Plan tab, note the
				Program Length and
				Type values for
				accuracy. If
				adjustments need to
				be made, work with
				the SBCTC CS Core
				team by submitting a
				HelpDesk ticket.
Invalid Payment	Manage	FA Term row	Navigate to Financial Aid	If the FA Term row's
Period Start Date	Direct Loan	may be	> FA Term > Maintain	Effective Status =
	Application	Inactive.	Student FA Term >> FA	Inactive, and it should
And/or	page >>		Term tab to review the	be <i>Active</i> insert a
	Application		Academic Plan and	new row and select
Invalid Payment	Financial tab		whether the term	the Build button to
Period End Date			Effective Status =	populate Plan Stack
	And/or		Inactive.	and Enrollment Data.
	Maintain			
	Student FA			
	Term page			
Special Program	Maintain	FA Term row	Navigate to Financial Aid	If the FA Term row's
is missing	Student FA	may be	> FA Term > Maintain	Effective Status =
	Term page,	Inactive.	Student FA Term >> FA	Inactive, and it should
			Term tab to review the	be <i>Active</i> insert a
	And/or	Or the	Academic Plan and	new row and select
		Academic	whether the term	the Build button to





	COD	Plan may be	Effective Status =	populate Plan Stack
	Credential	missing from	Inactive.	and Enrollment Data.
	Cross	the COD		
	Reference	Credential	Next, navigate to Set Up	Or, if at the COD
	page	Cross	SACR > Product Related	Credential Cross
		Reference	> Financial Aid > COD >	Reference page, the
	And/or	page.	Credential Cross	Academic Plan is not
			Reference and check if	on the COD XRef
	Academic	Or, the	the Academic Plan is	page, add the FA
	Plan >>	Academic	missing from this page.	eligible program
	Taxonomy tab	Plan may be		values to the page
		listed as	Next, navigate to Set Up	select Save .
		<i>Inactive,</i> or	SACR > Foundation	
		may have	Tables > Academic	Or, if at the Academic
		conflicting	Structure > Academic	Plan Table >>
		Effective	Plan Table >> Taxonomy	Taxonomy tab,
		Dates, or CIP	tab and check the	ensure the Effective
		may be	Effective Date of the	Date is not a later
		missing from	page and review the	date than when the
		Academic	value in the SULA	Direct Loan was
		Plan >>	Special Program field.	awarded/originated.
		Taxonomy	opedia i rogiam neia.	If it is a later date, the
		tab.		Effective Date needs
		tab.		to be corrected to
				occur prior to the
				Direct Loan award
				being
				awarded/originated.
				Also note the SULA
				Special Program
				value, is it correct or
				should it be
				Preparatory
				Coursework or a
				Selective Admissions
				Program? Work with
				the SBCTC CS Core
				team by submitting a
				HelpDesk ticket to
				update this value if
				necessary.
CIP Code is Blank	Maintain	FA Term row	Navigate to Financial Aid	If the FA Term row's
	Student FA	may be	> FA Term > Maintain	Effective Status =
And/or	Term page	Inactive.	Student FA Term >> FA	Inactive, and it should
			Term tab to review the	be <i>Active</i> insert a
	And/or		Academic Plan and	new row and select
	-, -	l		





CIP Code Year is		Or the	whether the term	the Build button to
Blank	COD	Academic	Effective Status =	
DIGITK				populate Plan Stack
	Credential	Plan may be	Inactive.	and Enrollment Data.
	Cross	missing from		
	Reference	the COD	Next, navigate to Set Up	Or, if at the COD
	page	Credential	SACR > Product Related	Credential Cross
		Cross	> Financial Aid > COD >	Reference page, the
	And/or	Reference	Credential Cross	Academic Plan is not
		page.	Reference and check if	on the COD XRef
	Academic		the Academic Plan is	page, add the FA
	Plan >>	Or, the	missing from this page.	eligible program
	Taxonomy tab	Academic		values to the page
	·	Plan may be	Next, navigate to Set Up	select Save .
		listed as	SACR > Foundation	
		Inactive, or	Tables > Academic	Or, if at the Academic
		may have	Structure > Academic	Plan Table >>
		conflicting	Plan Table >> Taxonomy	Taxonomy tab,
		Effective	tab and check the	ensure the Effective
			Effective Date of the	Date is not a later
		Dates, or CIP		
		may be	page and review the	date than when the
		missing from	value in the CIP Code	Direct Loan was
		Academic	field.	awarded/originated.
		Plan >>		If it is a later date, the
		Taxonomy		Effective Date needs
		tab.		to be corrected to
				occur prior to the
				Direct Loan award
				being
				awarded/originated.
				Also note the CIP
				Code value, is it
				correct or is it missing
				entirely? Work with
				the SBCTC CS Core
				team by submitting a
				HelpDesk ticket to
				update this value if
				necessary.
Credential Level	Maintain	FA Term row	Navigate to Financial Aid	If the FA Term row's
is missing	Student FA	may be	> FA Term > Maintain	Effective Status =
	Term page,	Inactive.	Student FA Term >> FA	Inactive, and it should
	COD		Term tab to review the	be <i>Active</i> insert a
	Credential	Or the	Academic Plan and	new row and select
	Cross	Academic	whether the term	the Build button to
	Reference	Plan may be	Effective Status =	populate Plan Stack
	page,	missing from	Inactive.	and Enrollment Data.
	1 5000	155551		and Emoninent Bata.





	Academic	the COD		
	Plan >>	Credential	Next, navigate to Set Up	Or, if at the COD
	Taxonomy tab	Cross	SACR > Product Related	Credential Cross
	Taxonomy tab	Reference	> Financial Aid > COD >	Reference page, the
		page.	Credential Cross	Academic Plan is not
		page.	Reference and check if	on the COD XRef
		Or tha	the Academic Plan is	
		Or, the		page, add the FA
		Academic	missing from this page.	eligible program
		Plan may be		values to the page
		listed as	Next, navigate to Set Up	select Save .
		<i>Inactive,</i> or	SACR > Foundation	
		may have	Tables > Academic	Or, if at the Academic
		conflicting	Structure > Academic	Plan Table >>
		Effective	Plan Table >> Taxonomy	Taxonomy tab,
		Dates, or CIP	tab and check the	ensure the Effective
		may be	Effective Date of the	Date is not a later
		missing from	page and review the	date than when the
		Academic	value in the Credential	Direct Loan was
		Plan >>	Level field.	awarded/originated.
		Taxonomy		If it is a later date, the
		tab.		Effective Date needs
				to be corrected to
				occur prior to the
				Direct Loan award
				being
				awarded/originated.
				Also note the
				Credential Level
				value, is it correct or
				is it missing entirely?
				Work with the SBCTC
				CS Core team by
				submitting a
				HelpDesk ticket to
				update this value if
				necessary.
One or More	COD	This message	Next, navigate to Set Up	Or, if at the COD
Terms do not	Credential	means that a	SACR > Product Related	Credential Cross
have Cred Lvl	Cross	new	> Financial Aid > COD >	Reference page, the
XREF setup	Reference	Academic	Credential Cross	Academic Plan is not
	page	Plan has not	Reference and check if	on the COD XRef
	L~2C	yet been	the Academic Plan is	page, add the FA
		added to the	missing from this page.	eligible program
		COD	Hom till page.	values to the page
		Credential		select Save .
		Cross		SCIECT SAVE.
		C1033		





		Reference table		
One or more	Maintain	FA Term row	Navigate to Financial Aid	If the FA Term row's
Student Terms	Student FA	is Inactive	> FA Term > Maintain	Effective Status =
are Inactive	Term page		Student FA Term >> FA	Inactive, and it should
			Term tab to review the	be <i>Active</i> insert a
			Academic Plan and	new row and select
			whether the term	the Build button to
			Effective Status =	populate Plan Stack
			Inactive.	and Enrollment Data.

Table of the Most Common DLOUT FAPDLOCH Direct Loan Origination Changes Error Messages

The following table lists out the most common DLOUT FAPDLOCH Origination Change messages, giving basic navigation and areas within ctcLink to understand the source of the DLOUT FADPLOCH Origination Change Error message. After this table, there is further drill down in the guide for each message in this table with screen shots to further aid in troubleshooting and resolution of the error.

Message	Record/Table	Message	What to Review to	How to Resolve
	Impacted	Source	Troubleshoot	Message
Change Skipped	View Loan	Loan amount	Navigate to Financial Aid	First verify the loan
Actual Amt	Processing	exceeds	> Loans > Direct Lending	disbursement amounts
Exceeds	Actions page	anticipated	Management > View	in Financial Aid >
Anticipated, DSBx		amount as	Loan Processing Actions	Awards > Award
	And/or	reflected on	>> Direct Loan Orig	Processing > Assign
		Manage	Actions and review the	Awards to a Student are
	Manage Direct	Direct Loan	Msg link to check for the	awarded as intended
	Loan	Application	reason it did not pass	and reflect as such the
	Application	page	Origination Validation.	View Loan Processing
	page			Actions page. Next, on
		<i>Or,</i> the	Note any non-loan date	the View Loan
		student	or non-loan amount	Processing Actions page
		changed a bio	related change	>> Msg link, note
		demo item on	messages. i.e., did the	affected Chg Field(s) for
		their ISIR or in	borrower's name	any non-loan date or
		Student	change? Did the	non-loan amount related
		Records. i.e.,	borrower's address or	changes. If Chg Fields
		their email	email address change?	exist for Borrower
		address, or		Name, E-mail or
		changed their		Address, note the Chg
		address		Field value(s) and
				navigate to Financial Aid
				> Loans > Direct Lending



		Management > Hold/Suspend Change Data. At the Hold/Suspend Change
		Data page, define the Change Parm value to
		Do Not Send Changes. Select the Save button.

Table of the Most Common DLOUT FAPDLODB Direct Loan Disbursement Error Messages

The following table lists out the most common DLOUT FAPDLODB Disbursement messages, giving basic navigation and areas within ctcLink to understand the source of the DLOUT FAPDLODB Disbursement Error message. After this table, there is further drill down in the guide for each message in this table with screen shots to further aid in troubleshooting and resolution of the error.

NOTE! MANY OF THE ERROR MESSAGES ON THE DISBURSEMENT VALIDATION REPORT FOLLOW THE SAME RESOLUTION IN THE ABOVE ORIGINATION RESOLUTION TABLE.

Message	Record/Table	Message	What to Review to	How to Resolve
	Impacted	Source	Troubleshoot	Message
Enrollment Status	Maintain	FA Term row	Navigate to Financial Aid	If the FA Term row's
is Invalid	Student FA	may be	> FA Term > Maintain	Effective Status =
	Term page	Inactive	Student FA Term >> FA	Inactive, and it should
			Term tab to review the	be <i>Active</i> insert a new
		Or	Academic Plan and	row and select the Build
			whether the term	button to populate Plan
		FA Load = N,	Effective Status =	Stack and Enrollment
		No	Inactive.	Data.
		Enrollment		
			Review the FA Term >>	
			Acad Load tab. Review	
			the FA Load value.	

Generate Direct Loan Data - DLOUT - FAPDLOOR (Origination) Errors

Disb Date < Loan Period Start Date (-10 Days)

Navigation	Description

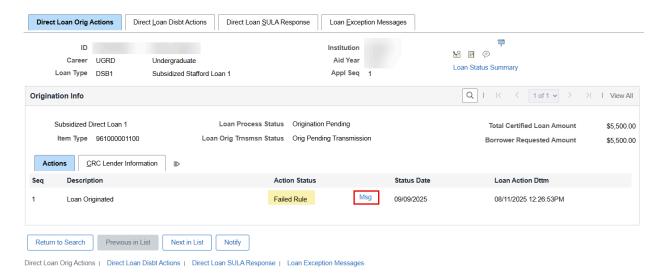




Financial Aid > Loans > Direct Lending	The issue is caused when the anticipated disbursement
Management > Manage Direct Loan	date(s), for the first loan disbursement(s) is more than 10
Application page	days before the loan period start date

Begin the review at the **View Loan Processing Actions** page at **Loans > Direct Lending Management > View Loan Processing Actions**.

Notice the **Action Status** of *Failed Rule* and the **Msg** link. Select the **Msg** link.



Note the **Loan Action Message Detail** Description: *DLOVL015 Disb Date < Loan Period Start Date (-10 Days)*

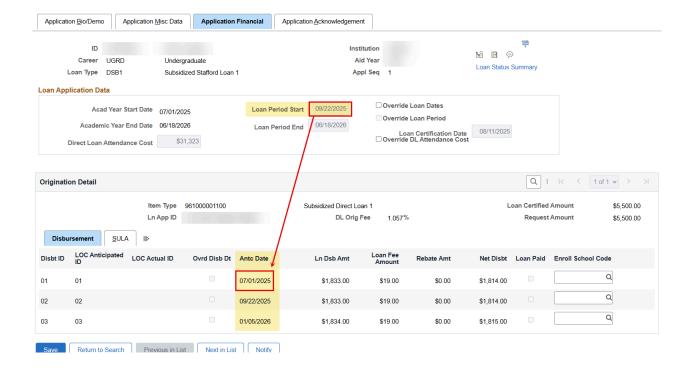
Continue the review by navigating to: **Financial Aid > Loans > Direct Lending Management > Manage Direct Loan Application** page to review the **Loan Period Start** date and the **Disbursement Date**.

Notice the **Loan Period Start Date** of 09/22/2025. Next, notice on the **Disbursement** tab, the **Antc Date** of 07/01/2025.

The error message *Disb Date < Loan Period Start Date (-10 Days)* is because the **Antc Date** for the 01 disbursement is well before the **Loan Period Start** Date.





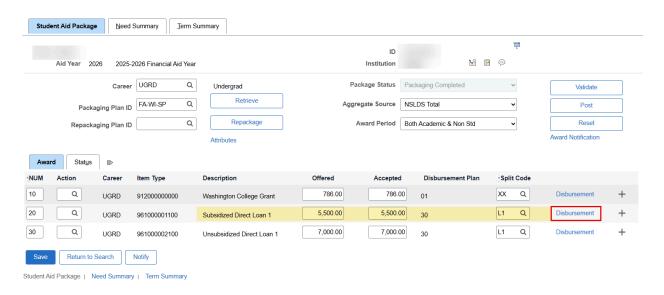


Federal regulations do not permit any disbursements to be made more than 10 days prior to the loan period start date, so if one or more of the anticipated disbursement dates meet that condition, validation will fail.

Continue to review by navigating to the Assign Awards to a Student page. Financial Aid > Awards > Award Processing > Assign Awards to a Student >> Disbursement link.

Review the loan and how it is distributed among the terms. Recall that the 07/01/2025 Antc Date from the MDLA page is for the 01 disbursement.





In the Disbursement link, note the **Disbt ID** 01 is in the Fall Term.

Again, recall that the 07/01/2025 **Antc Date** from the MDLA page is for the 01 disbursement. Fall term typically begins in September, not July.

Award Disbursement Detail Item Type 961000001100 Net Award Amount \$5,443.00 ☐ Custom Loan Fee *Split Code L1 Q **Disbursement Distribution ■** Q 1-3 of 3 🗸 > > Disbt ID Term Award Period Level Offered Accepted Offer Loan Fee Offer Rebate Accept Loan Fee Accept Rebate Net Disbursement Balance Disbursed 1,833.00 1,833.00 19.00 0.00 19.00 0.00 1,814.00 2257 Academic 1,833.00 0.00 19.00 0.00 1,814.00 0.00 2263 Academic U4 1,834.00 1,834.00 19.00 0.00 19.00 0.00 1,815.00 0.00

Resolution:

To resolve this, the Loan Dates need to be overridden*.

*Note, that these issues typically stem from incorrect dates entered in the Disbursement ID table.

Navigate out to: Financial Aid > Loans > Direct Lending Management > Manage Direct Loan Application >> Application Financial tab

Select the Override Loan Dates checkbox. The Antc Date fields open for editing.

In this specific example, the **Disbt ID** 01, 02 and 03 dates are going to be overridden.

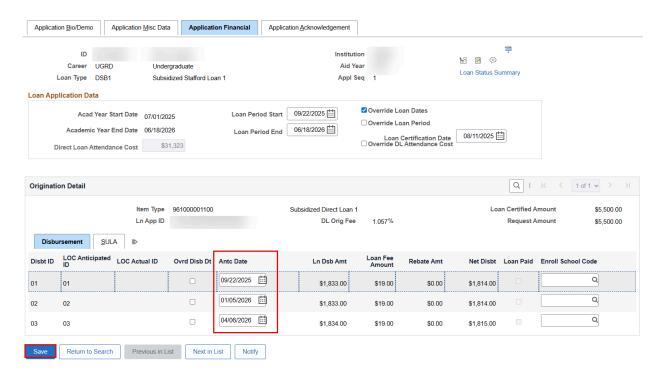


Save Return to Search Previous in List Next in List Notify

Application Bio/Demo Application Misc Data Application Financial Application Acknowledgement Institution **M P** Career UGRD Undergraduate Aid Year Loan Status Summary Loan Type DSB1 Subsidized Stafford Loan 1 Appl Sea Loan Application Data Override Loan Dates Loan Period Start 09/22/2025 Acad Year Start Date 07/01/2025 Override Loan Period Academic Year End Date 06/18/2026 Loan Period End 06/18/2026 Loan Certification Date Override DL Attendance Cost 08/11/2025 Direct Loan Attendance Cost \$31,323 Q | | | < | 1 of 1 v | > | > | Origination Detail Item Type 961000001100 ed Direct Loan 1 Loan Certified Amount \$5,500,00 Request Amount Ln App ID DL Orig Fee 1.057% \$5.500.00 Disbursement SULA Disbt ID LOC Anticipated LOC Actual ID Ovrd Disb Dt Antc Date Ln Dsb Amt Loan Fee Amount Net Disbt Loan Paid Enroll School Code 07/01/2025 \$1,833.00 \$0.00 \$1,814.00 Q 09/22/2025 \$1,814.00 02 02 \$1,833.00 \$19.00 Q 01/05/2026 \$1,815.00 03 \$1,834.00 \$0.00 \$19.00

Enter the correct **Disbt ID** dates for all terms in the loan. In this example, the start of the term is used for each term.

Select the **Save** button. Once you select the **Save** button, the **Override Loan Dates** checkbox will become unchecked.





Complete these steps for all loans in this scenario and continue with normal loan processing to include all origination steps and then run DLOUT to Validate the loan.

Borrowers Address is Incomplete, Invalid or missing Borrower SSN, Invalid Borrower Birthdate, Borrower is not eligible (Citizenship Status)

Navigation	Description
Campus Community > Personal Information	These error messages typically appear together on PLUS
> Add/Update a Person	loan records. The errors are caused when a PLUS Loan is
	originated but the parent record has not yet been created
	and/or linked to the PLUS Loan record.

Follow the instructions in the <u>Awarding PLUS Loans QRG</u>, beginning on Step 2 – Create Parent Borrower EMPL ID Record. Follow through to Step 4 – Link Parent to PLUS Loan Record.

Re-Originate the Loan so the process picks up the addition of the Parent Borrower record to the PLUS Loan.

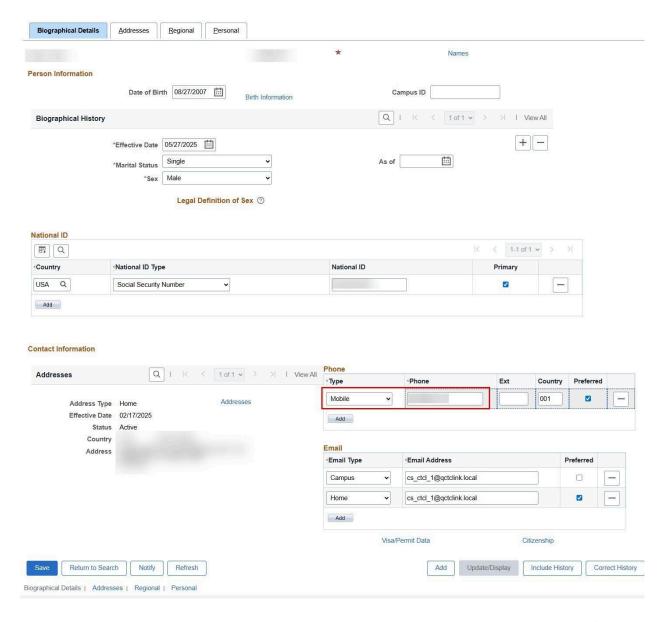
Invalid Student Phone Number

Navigation	Description
Campus Community > Personal Information	This error message typically occurs if the phone number
> Add/Update a Person	does not follow a certain format, or if the information is
	outdated. These steps override the phone number to pass
	validation.

Begin your review at the Add/Update a Person page. Verify the phone number on the page.







Optional – Compare this phone number with the phone number listed on the ISIR in the **ISIR Bio/Demo Data** section of the **Correct ISIR Records** page. Determine which phone number is most current.

Correct ISIR Records page



Correct ISIR Records Student Information Spouse Information Parent Information Parent Spouse / Partner Iransaction Detail Emplid Aid Year 2026 2025-2026 Financial Aid Year Institution WA030 + Q | | | (1 of 1 v Student Information Calc SAI *Effective Date 05/27/2025 Correction Status Transaction Num SAI Status Official SAI Dependency Dependent Collapse All Need Summary Student Identifier and Consent FAFSA UUID Transaction UUID Person UUID Transaction Process Date FTI Consent Signature Yes Signature Date 02/18/2025 ✓ Student Identity Information ISIR Bio/Demo Data CS Bio/Demo Data First Name First Name Middle Name Middle Name Last Name Last Name Suffix Suffix Date of Birth Date of Birth SSN SSN Phone Number Correct Telephone Phone Number Email Address Email Address Correct Email Citizenship Status Correct Citizenship Citizenship Status ITIN A-Number Student Address Correct Address ISIR Address

Next, navigate to Financial Aid > Loans > Direct Lending Management > Override Loan Application Data page.

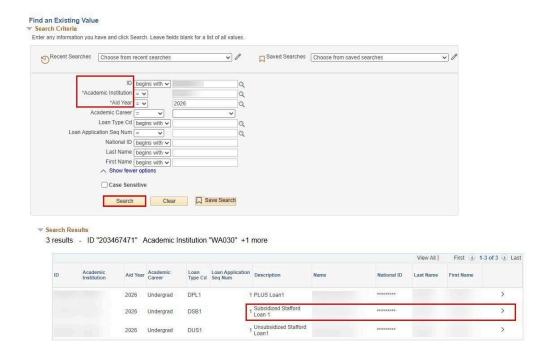
Enter the ID, the Academic Institution and Aid Year.

Select the **Search** button.

Select the loan record you want on which the phone number data will be overridden.



Note- This override will need to be done on all applicable loan records for the student for the records to pass through origination validation.



Next, select the Direct Loan Phone tab.

Select the **Override Phone** # checkbox. The **Telephone** field opens for editing. Enter the desired phone number.

Select the Save button.



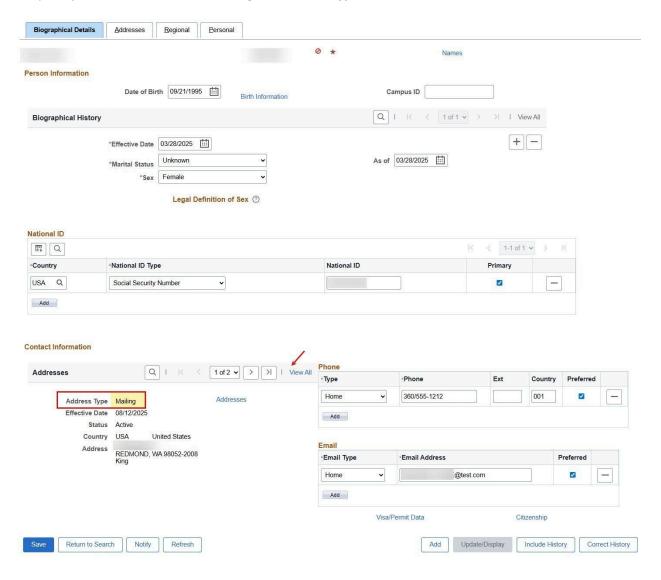


Student Address is Incomplete

Navigation	Description
Campus Community > Personal Information > Add/Update a Person	The student's address information may not be populated in the Add/Update a Person page, or the Address Type may be listed as an ineligible Address Type.

Begin your review at the Add/Update a Person page. Verify the address and the Address Type.

For Loan Default Management skip trace purposes, the *Home* **Address Type** must be used. Is the **Address Type** listed as other than *Home*? i.e., *Mailing address, Permanent* address, *Business* address, *Temporary* address, etc. These are ineligible **Address Types**.





Optional – Compare the address with the address listed on the ISIR in the ISIR Bio/Demo Data section of the Correct ISIR Records page. Determine which address should be used.

Work with the Student Records/Enrollment Services department to update the **Address** and **Address Type**.

Follow the steps in the <u>Update Address Information QRG</u> to update an Address Type to an eligible **Address Type** = *Home*.

Changes to Special Pgm Causes Grade Level Mismatch and/or Special Program/Grade Level Combo Mismatch

Navigation	Description
Financial Aid > Financial Aid Term >	The student's NSLDS Loan Year and Direct Lending Year
Maintain Student FA Term	may not correspond with the Academic Plan.

These messages usually occur together and are typical for PRQ Academic Plans, or plans that have not yet been added to the COD Credential Cross Reference Table.

For PRQ Academic Plans, these are plans that have limitations to the amounts of student loan a student can receive while completing prerequisite coursework for selective admission programs.

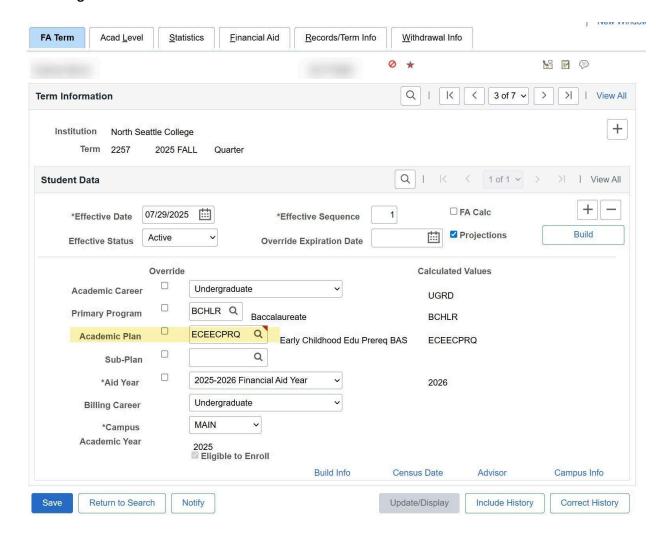
Student borrowers in PRQ programs can only be listed as first year students in FA Term. What causes the error is that the **NSLDS Loan Year** and the **Direct Lending Year** in FA Term is listed as *other* than First Year.

Begin your review at the Maintain Student FA Term page. Review the Academic Plan.

At the Maintain Student FA Term >> FA Term tab, notice the student is in a PRQ Academic Plan.





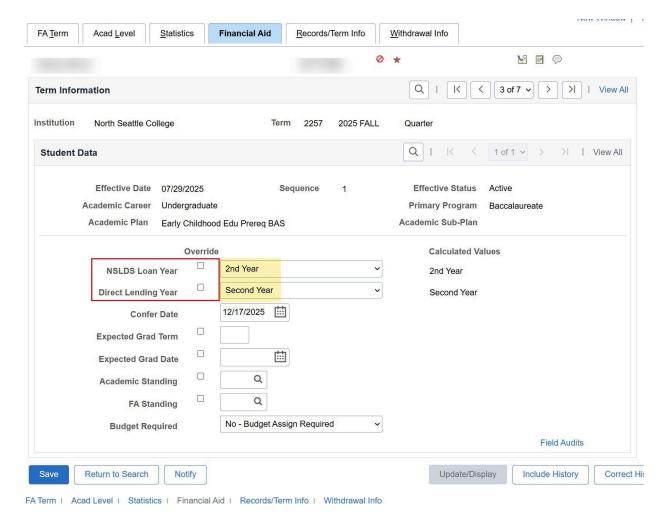


Next, select the Maintain FA Term >> Financial Aid tab.

Notice the Direct Lending Year and the NSLDS Loan Year. For PRQ plans, the Direct Lending Year and the **NSLDS Loan Year**, the fields should be 1^{st} Year – Never Attended, or 1^{st} Year – Previously Attended.





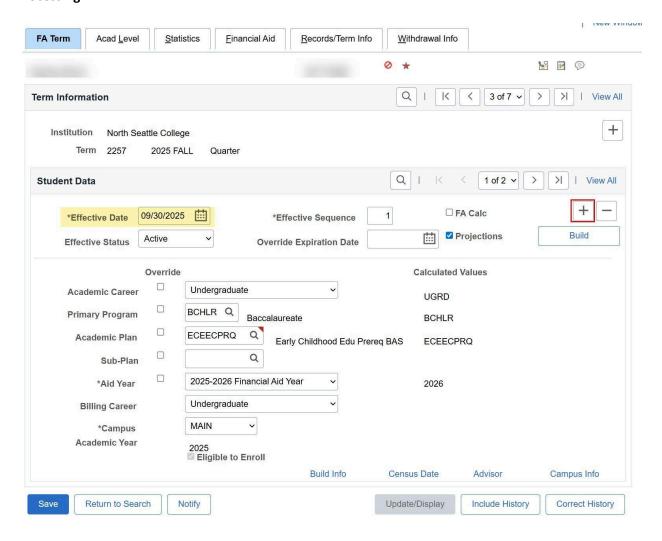


Return to the **FA Term** tab.

In the **Student Data** group box, insert a new row.







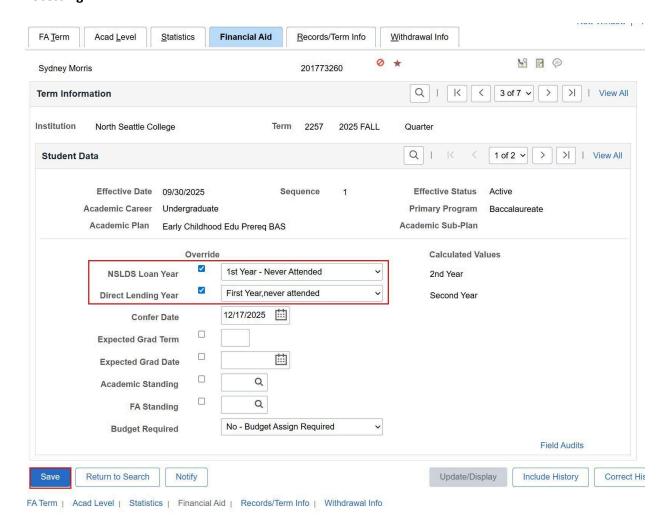
Return to the **Financial Aid** tab. Change the **NSLDS Loan Year** and **Direct Lending Year** to 1^{st} Year – Never Attended or 1st Year - Previously Attended.

Repeat steps for each affected term in the Aid Year.

Select the Save button.



Direct Loans





Weeks Program Acad Year less than 26 and/or Published Program Length is missing

Navigation	Description
Financial Aid > Financial Aid Term >	This message occurs for varying reasons to include, FA
Maintain Student FA Term	Term row is <i>Inactive</i> , Weeks of Instruction value is < 12,
	Academic Plan is not listed on the COD Credential XRef
	Table, or the Academic Plan Table is <i>Inactive</i> .

This message occurs for varying reasons. The most typical reason that the message displays is because the FA Term row **Effective Status** = *Inactive*. Or, because the **Academic Plan** is not listed on the COD Credential Cross Reference page.

Begin your review on the Maintain Student FA Term page >> FA Term tab.

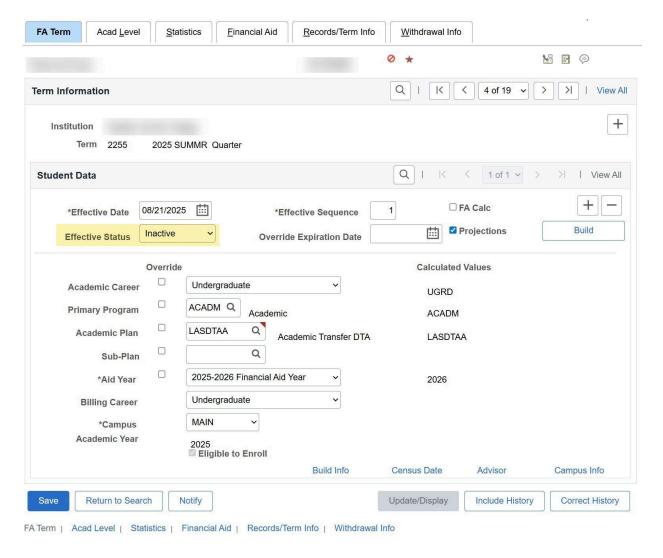
Check to see if the affected FA Term row's **Effective Status** = *Inactive*. If the row is *Inactive*, this status is what is causing this DL Validation Error. The row must be Active.



? Tip! Select the **Include History** button to include all available rows.





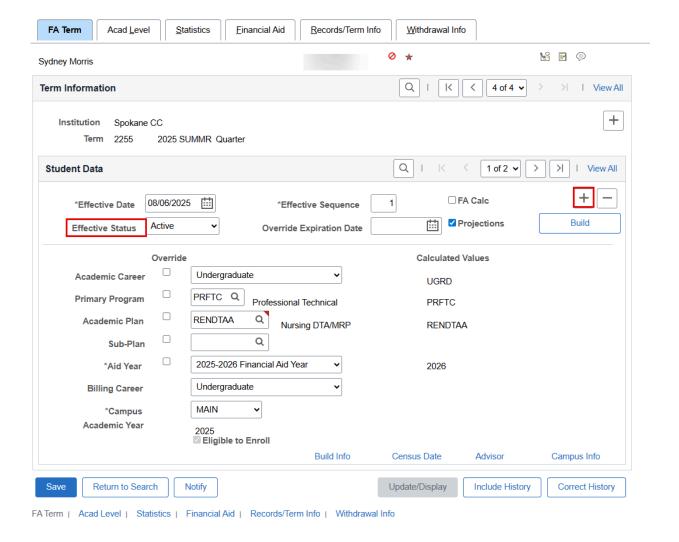


Make the determination whether the FA Term row's Effective Status should be Active.

If it should be *Active* with current Enrollment Data, <u>insert a new row into the desired FA Term</u> and select the **Build** button.







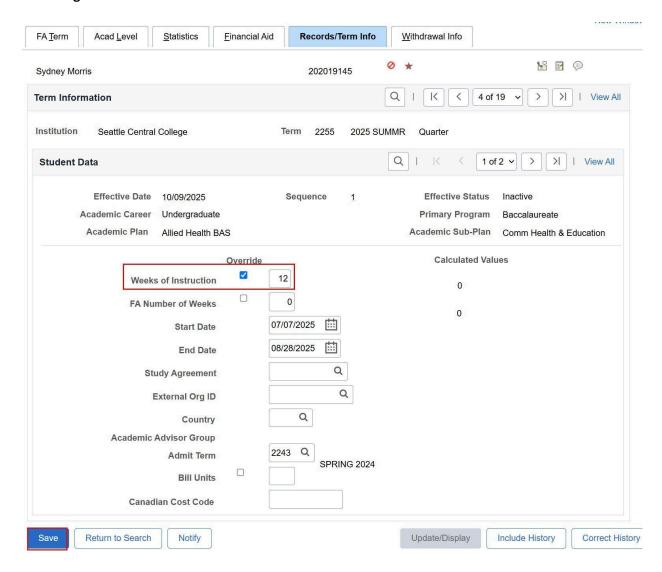
QRG: Building FA Term

Additionally, check the **Weeks of Instruction** value on the **FA Term >> Records/Term Info** tab. If the value is less than 12, especially on multiple term rows in the aid year, this can also cause this Validation Fail message.

When you add a new FA Term row, the **Weeks of Instruction** value should project out to a value of 12. If it does not, the value of 12 can manually be added into the **Weeks of Instruction** field and the override checkbox selected. Select **Save**.

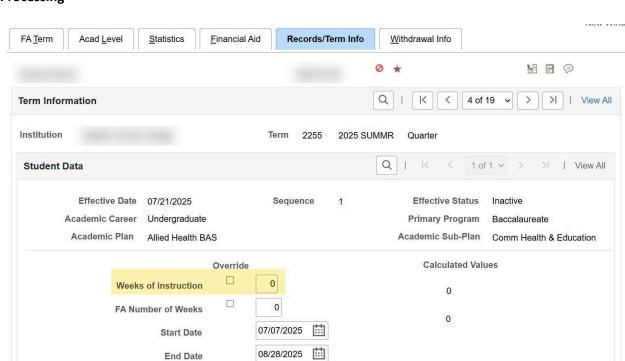












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SPRING 2024

Update/Display

Include History

Correct Histor

Additionally, check to see whether the Academic Plan reflected in FA Term is also listed as a program on the **COD Credential Cross Reference** page. If the Academic Plan is missing from the **COD Credential Cross Reference** page, this reason is why the Direct Loan record is not passing DLOUT Validation.

Navigate to: Set Up SACR > Product Related > Financial Aid > COD > Credential Cross Reference

COD Credential Cross Reference page:

Study Agreement

External Org ID

Academic Advisor Group

Canadian Cost Code

Return to Search

Country

Admit Term

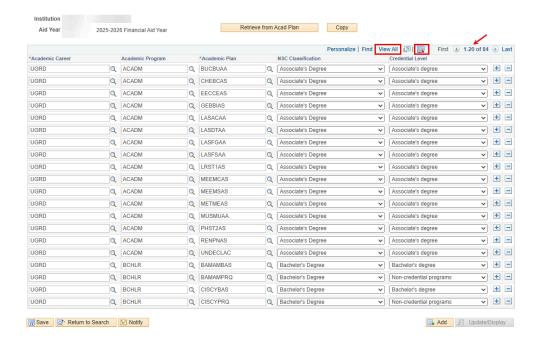
Notify

FA Term | Acad Level | Statistics | Financial Aid | Records/Term Info | Withdrawal Info

Bill Units

Save





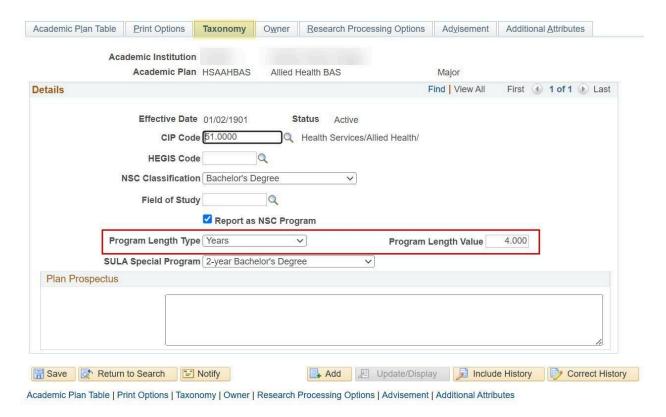
QRG: Reviewing the COD Credential Cross Reference Table

Additionally, check the **Academic Plan >> Taxonomy tab** and verify the **Program Length Type** and **Program Length Value** are reported correctly.

Navigate to: Set Up SACR > Foundation Tables > Academic Structure > Academic Plan Table >> Taxonomy tab



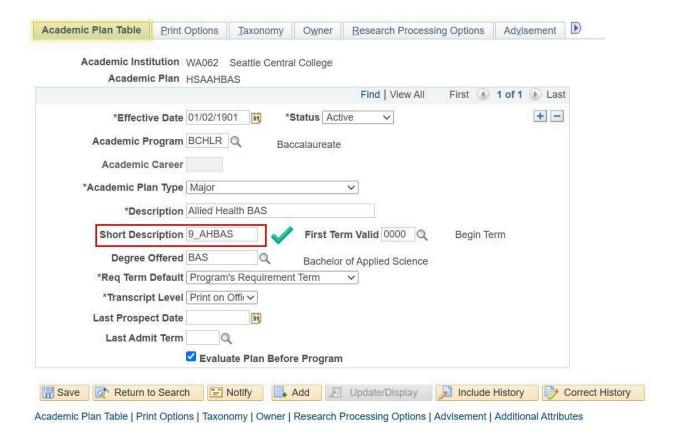




Tip! Resource: NSLDS Reference on Published Program Lengths: NSLDS Enrollment Reporting Guide

Lastly, check the **Academic Plan** tab to ensure FA eligibility by reviewing the **Short Description** field which should always begin with a 9 to be FA eligible. i.e., 9_DTAA





If the short description begins with a value *other than 9*, and adjustments need to be made, work with the college's Enrollment Services/Student Records department and the SBCTC CS Core team by submitting a HelpDesk ticket.

Payment Period End Dt/Begin Dt outside Award Begin/End Dt and/or Invalid Payment Period End Dt/Start Dt

Navigation	Description
Financial Aid > Financial Aid Term >	This message occurs for varying reasons to include, FA
Maintain Student FA Term	Term row is <i>Inactive</i> , Weeks of Instruction value is < 12,
	Academic Plan is not listed on the COD Credential XRef
	Table, or the Academic Plan Table is Inactive.

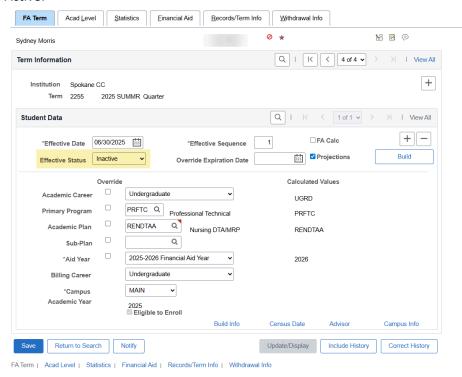
Begin the review at the **Maintain Student FA Term** page.

Check to see if the affected row's **Effective Status** = *Inactive*.





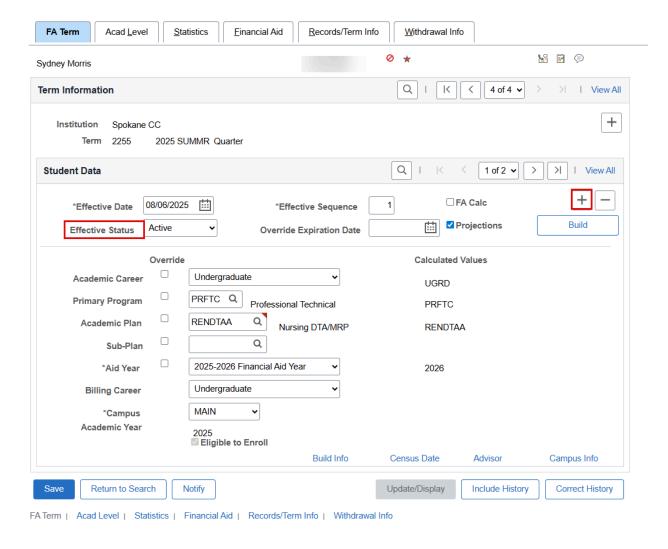
If the row is *Inactive*, this status is what is causing this Direct Loan Validation Error. The row must be *Active*.



Make the determination whether the FA Term row's **Effective Status** should be *Active*.

If it should be *Active* with current Enrollment Data, <u>insert a new row into the desired FA Term</u> and select the **Build** button.





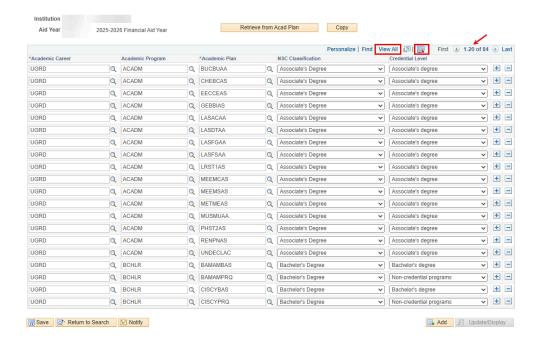
QRG: Building FA Term

Additionally, check to see whether the Academic Plan reflected in FA Term is also listed as a program on the **COD Credential Cross Reference** page. If the Academic Plan is missing from the **COD Credential Cross Reference** page, this reason is why the Direct Loan record is not passing DLOUT Validation.

Navigate to: Set Up SACR > Product Related > Financial Aid > COD > Credential Cross Reference

COD Credential Cross Reference page:





QRG: Reviewing the COD Credential Cross Reference Table

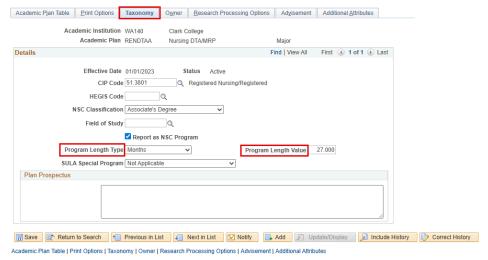
Additionally, check the Academic Plan >> Taxonomy tab and verify the Program Length Type and Program Length Value are reported correctly.

Navigate to: Set Up SACR > Foundation Tables > Academic Structure > Academic Plan Table >> Taxonomy tab



Tip! Resource: NSLDS Reference on Published Program Lengths: NSLDS Enrollment Reporting Guide

Academic Plan Table page:





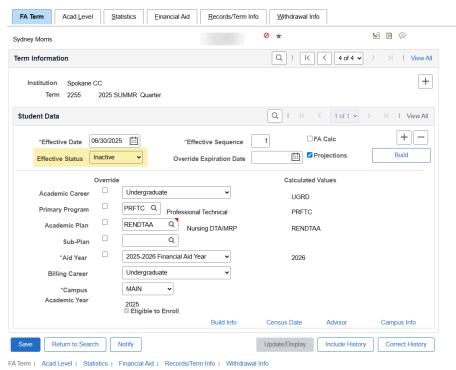
Published Program Length is missing

Navigation	Description
Financial Aid > Financial Aid Term >	This message occurs for varying reasons to include, FA
Maintain Student FA Term	Term row is <i>Inactive</i> , Weeks of Instruction value is < 12,
	Academic Plan is not listed on the COD Credential XRef
	Table, or the Academic Plan Table is <i>Inactive</i> .

Begin the review at the Maintain Student FA Term page.

Check to see if the affected row's **Effective Status** = *Inactive*.

If the row is *Inactive*, this status is what is causing this Direct Loan Validation Error. The row must be *Active*.

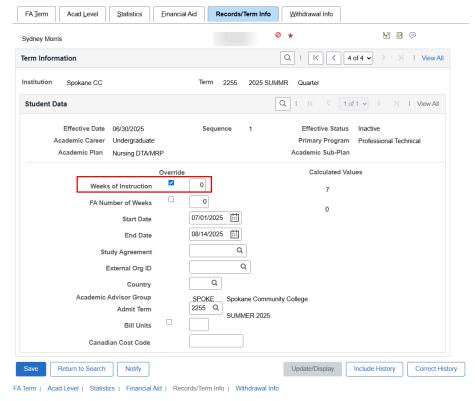


Select the **Records/Term Info** row. Verify the **Weeks of Instruction** value is set to 12.

Notice in the example below, the **Weeks of Instruction** is set to 0 which is not a valid value for ctcLink.



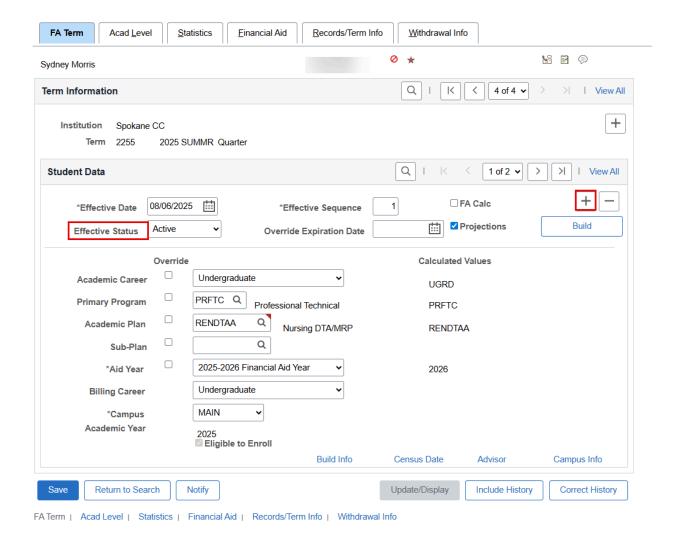




Make the determination whether the FA Term row's **Effective Status** should be *Active*.

If it should be *Active* with current Enrollment Data, <u>insert a new row into the desired FA Term</u> and select the **Build** button.





QRG: Building FA Term

Additionally, check to see whether the Academic Plan reflected in FA Term is also listed as a program on the **COD Credential Cross Reference** page. If the Academic Plan is missing from the **COD Credential Cross Reference** page, this reason is why the Direct Loan record is not passing DLOUT Validation.

Navigate to: Set Up SACR > Product Related > Financial Aid > COD > Credential Cross Reference

COD Credential Cross Reference page:



Institution Retrieve from Acad Plan Copy 2025-2026 Financial Aid Year Personalize | Find View All [3] | First (4) 1-20 of 84 (6) Last Associate's degree Q BUCBUAA Q CHEBCAS Q ACADM Q Associate's Degree v + -UGRD Q ACADM Associate's Degree ✓ Associate's degree Q ACADM Q EECCEAS Q ACADM Q GEBBIAS Q Associate's Degree V Associate's degree UGRD Q Associate's Degree Q ACADM Q LASACAA ✓ Associate's degree · + = UGRD Q ACADM Q LASFGAA **+** = Q ACADM Q LASFSAA Q Associate's Degree V Associate's degree UGRD Associate's Degree Q ACADM Q ACADM Q LRST1AS ✓ Associate's degree Q MEEMCAS Q [Associate's Degree ✓ [Associate's degree] v + -UGRD Q ACADM Q MEEMSAS · + -Q ACADM Q METMEAS Q Associate's Degree V Associate' Q ACADM UGRD

QRG: Reviewing the COD Credential Cross Reference Table

Q UNDECLAC

Q CISCYPRQ

Q BAMAMBAS

Q BAMAMPRQ
Q CISCYBAS

Q ACADM

Q BCHLR

Q BCHLR

Save Return to Search Motify

Q BCHLR Q BCHLR

Additionally, check the Academic Plan >> Taxonomy tab and verify the Program Length Type and Program Length Value are reported correctly.

Q Bachelor's Degree

Navigate to: Set Up SACR > Foundation Tables > Academic Structure > Academic Plan Table >> Taxonomy tab



UGRD

UGRD

LIGRD

UGRD

UGRD

Tip! Resource: NSLDS Reference on Published Program Lengths: NSLDS Enrollment Reporting Guide

Q Bachelor's Degree

▼ Bachelor's degree

▼ Bachelor's degree

Non-credential programs

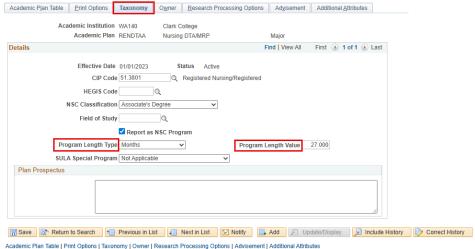
· + -

· + -

· + -

Add Dipdate/Display

Academic Plan Table page:





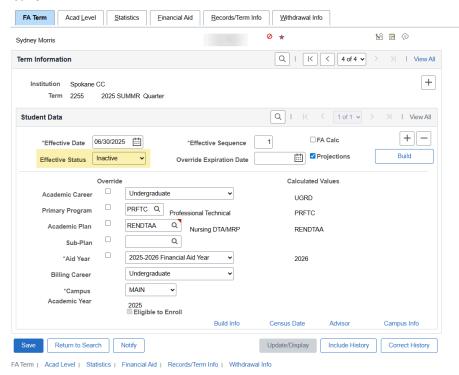
Special Program is missing

Navigation	Description
Financial Aid > Financial Aid Term >	This message occurs for varying reasons to include, FA
Maintain Student FA Term	Term row is Inactive, FA Term's SULA Special Program is
	blank, Academic Plan is not listed on the COD Credential
	XRef Table, or the Academic Plan Table reflects Inactive or
	SULA Special Program is not defined.

Begin the review at the **Maintain Student FA Term** page.

Check to see if the affected row's **Effective Status** = *Inactive*.

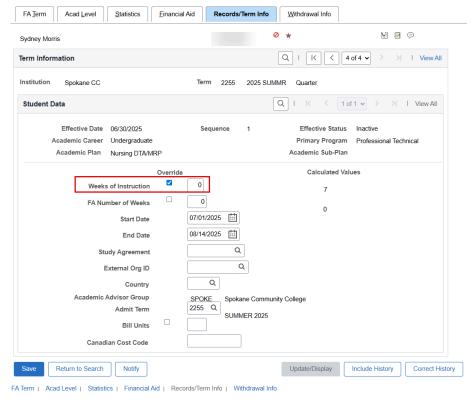
If the row is *Inactive*, this status is what is causing this Direct Loan Validation Error. The row must be *Active*.



Select the **FA Term >> Statistics** tab. Review the **SULA Special Program** value: is it correct? Is it blank? This field is pulling from the **Academic Plan Table** set up page.



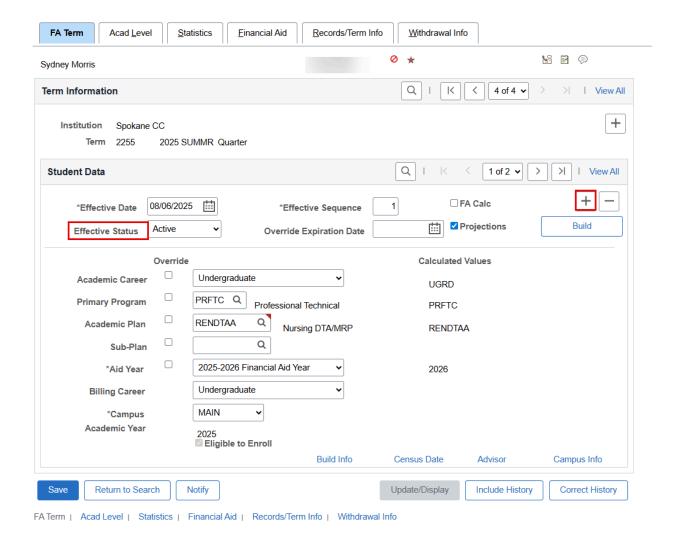




Make the determination whether the FA Term row's **Effective Status** should be *Active*.

If it should be *Active* with current Enrollment Data, <u>insert a new row into the desired FA Term</u> and select the **Build** button.





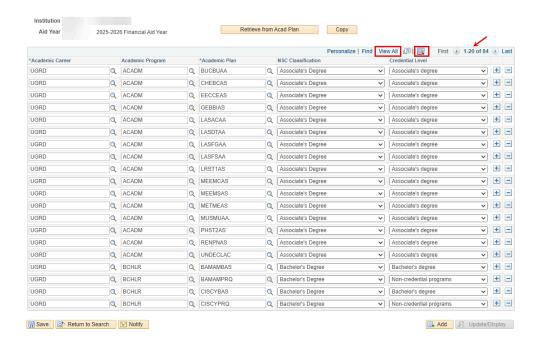
QRG: Building FA Term

Additionally, check to see whether the Academic Plan reflected in FA Term is also listed as a program on the **COD Credential Cross Reference** page. If the Academic Plan is missing from the **COD Credential Cross Reference** page, this reason is why the Direct Loan record is not passing DLOUT Validation.

Navigate to: Set Up SACR > Product Related > Financial Aid > COD > Credential Cross Reference

COD Credential Cross Reference page:





QRG: Reviewing the COD Credential Cross Reference Table

Additionally, check the **Academic Plan >> Taxonomy tab** and verify the **Program Length Type** and **Program Length Value** are reported correctly.

Navigate to: Set Up SACR > Foundation Tables > Academic Structure > Academic Plan Table >> Taxonomy tab

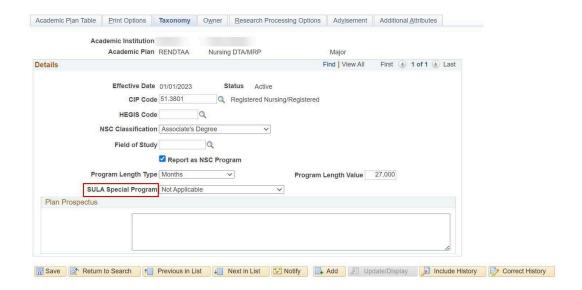


Tip! Resource: NSLDS Reference on Published Program Lengths: NSLDS Enrollment Reporting Guide

Academic Plan Table page:







CIP Code is blank and/or CIP Code Year is missing

Navigation	Description
Financial Aid > Financial Aid Term >	This message occurs for varying reasons to include, FA
Maintain Student FA Term	Term row is <i>Inactive</i> , Academic Plan is not listed on the
	COD Credential XRef Table, or the Academic Plan Table
	reflects <i>Inactive</i> and or <i>Effective Date</i> is greater than the
	award date CIP Code.

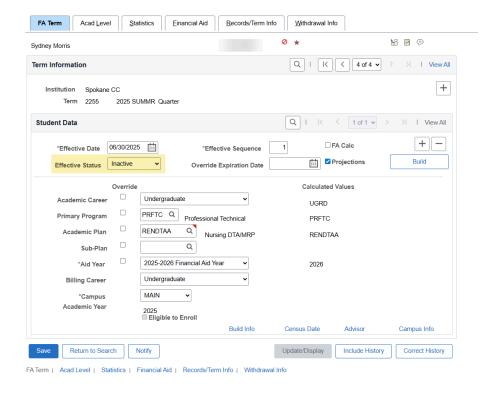
Begin the review at the **Maintain Student FA Term** page.

Check to see if the affected row's **Effective Status** = *Inactive*.

If the row is *Inactive*, this status is what is causing this Direct Loan Validation Error. The row must be *Active*.





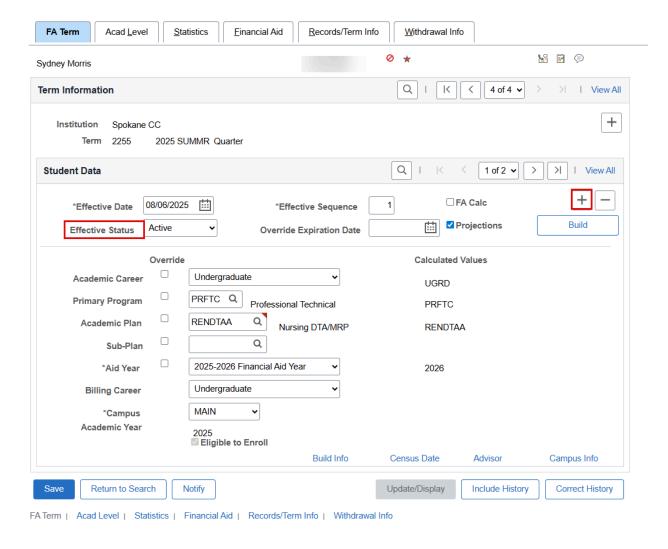


Select the FA Term >> Statistics tab. Review the SULA Special Program value: is it correct? Is it blank? This field is pulling from the **Academic Plan Table** set up page.

Make the determination whether the FA Term row's Effective Status should be Active.

If it should be Active with current Enrollment Data, insert a new row into the desired FA Term and select the **Build** button.





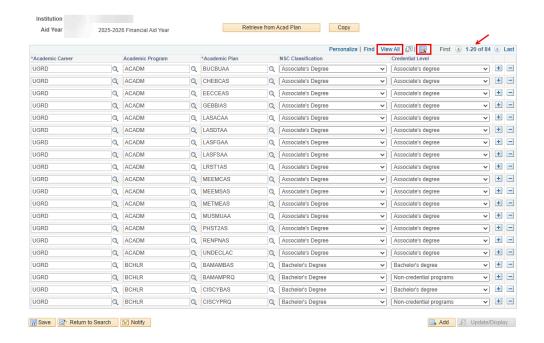
QRG: Building FA Term

Additionally, check to see whether the Academic Plan reflected in FA Term is also listed as a program on the **COD Credential Cross Reference** page. If the Academic Plan is missing from the **COD Credential Cross Reference** page, this reason is why the Direct Loan record is not passing DLOUT Validation.

Navigate to: Set Up SACR > Product Related > Financial Aid > COD > Credential Cross Reference

COD Credential Cross Reference page:





QRG: Reviewing the COD Credential Cross Reference Table

Additionally, check the Academic Plan >> Taxonomy tab and verify the Program Length Type and Program Length Value are reported correctly.

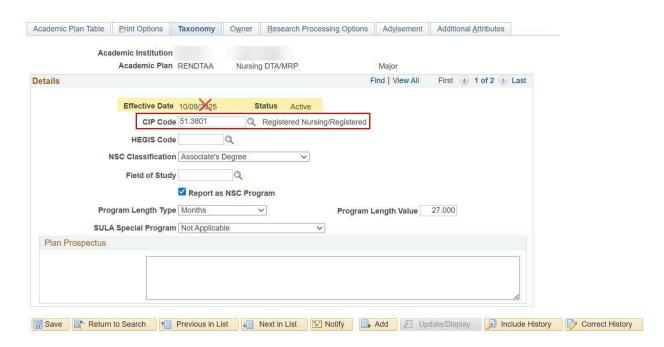
Navigate to: Set Up SACR > Foundation Tables > Academic Structure > Academic Plan Table >> Taxonomy tab



Tip! Resource: NSLDS Reference on Published Program Lengths: NSLDS Enrollment Reporting Guide

Academic Plan Table page:





Credential Level is missing

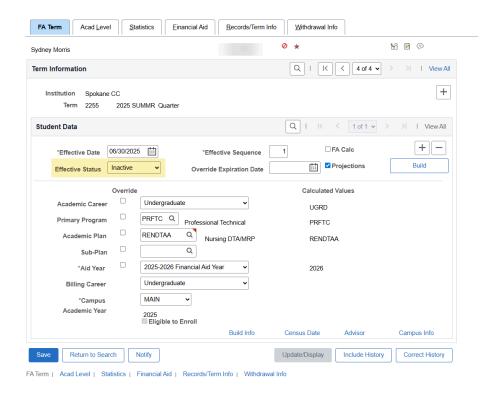
Navigation	Description
Financial Aid > Financial Aid Term >	This message occurs for varying reasons to include, FA
Maintain Student FA Term	Term row is <i>Inactive</i> , Weeks of Instruction value is < 12,
	Academic Plan is not listed on the COD Credential XRef
	Table, or the Academic Plan Table is Inactive or Credential
	Level is undefined or incorrect.

Begin the review at the Maintain Student FA Term page.

Check to see if the affected row's **Effective Status** = *Inactive*.

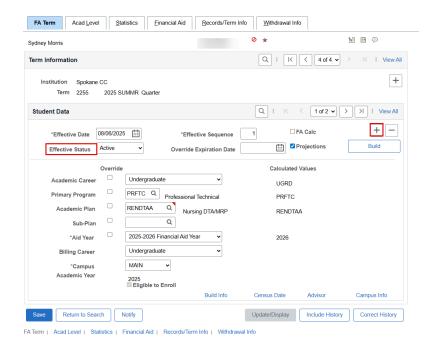
If the row is *Inactive*, this status is what is causing this Direct Loan Validation Error. The row must be *Active*.





Make the determination whether the FA Term row's Effective Status should be Active.

If it should be *Active* with current Enrollment Data, <u>insert a new row into the desired FA Term</u> and select the **Build** button.



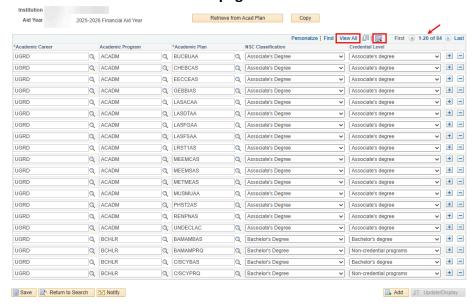


QRG: Building FA Term

Additionally, check to see whether the Academic Plan reflected in FA Term is also listed as a program on the **COD Credential Cross Reference** page. If the Academic Plan is missing from the **COD Credential Cross Reference** page, this reason is why the Direct Loan record is not passing DLOUT Validation.

Navigate to: Set Up SACR > Product Related > Financial Aid > COD > Credential Cross Reference

COD Credential Cross Reference page:



QRG: Reviewing the COD Credential Cross Reference Table

Additionally, check the **Academic Plan >> Taxonomy tab** and verify the **NSC Classification** value is reported correctly.

Also check the program's **Effective Date** in the **Academic Plan Table**. If the **Effective Date** is *after* the Direct Loan record was originated, this reason could also trigger this Direct Loan Validation Error Message.

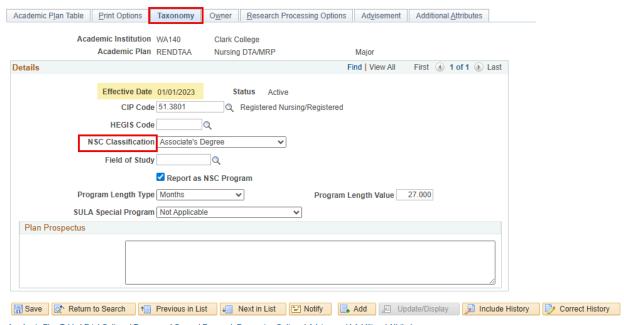
Navigate to: Set Up SACR > Foundation Tables > Academic Structure > Academic Plan Table >> Taxonomy tab



Tip! Resource: NSLDS Reference on Published Program Lengths: NSLDS Enrollment Reporting Guide

Academic Plan Table page





Academic Plan Table | Print Options | Taxonomy | Owner | Research Processing Options | Advisement | Additional Attributes

One or More Terms do not have Cred Lvl XREF setup

Navigation	Description
Financial Aid > Financial Aid Term >	This message occurs when the Academic Plan is not listed
Maintain Student FA Term	on the COD Credential XRef Table.

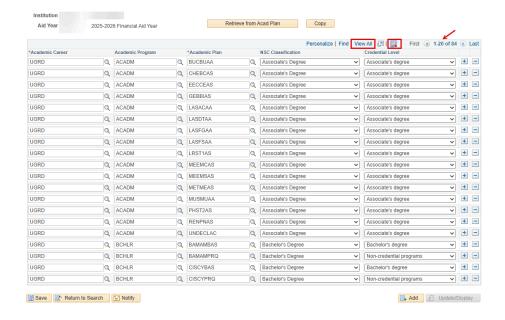
Begin your review at the **COD Credential Cross Reference** page. If the Academic Plan is missing from the **COD Credential Cross Reference** page, this reason is why the Direct Loan record is not passing DLOUT Validation.

Navigate to: Set Up SACR > Product Related > Financial Aid > COD > Credential Cross Reference

COD Credential Cross Reference page:







QRG: Reviewing the COD Credential Cross Reference Table

One or more Student Terms are inactive

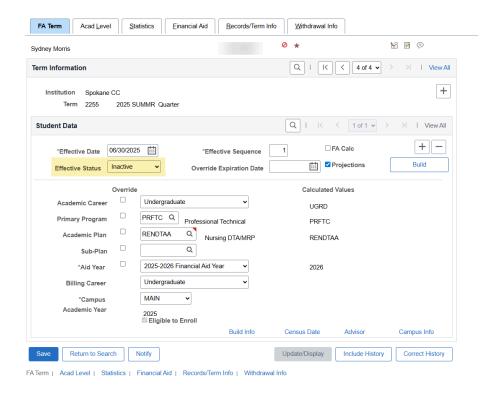
Navigation	Description
Financial Aid > Financial Aid Term >	This message occurs because the FA Term row is <i>Inactive</i> .
Maintain Student FA Term	

Begin the review at the Maintain Student FA Term page.

Check to see if the affected row's **Effective Status** = *Inactive*.

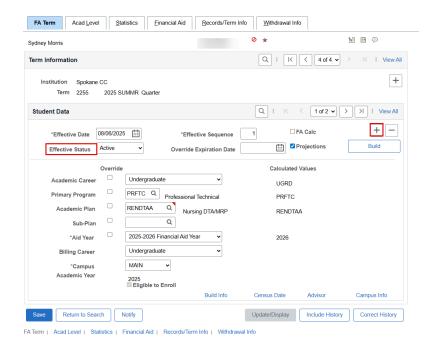
If the row is *Inactive*, this status is what is causing this Direct Loan Validation Error. The row must be *Active*.





Make the determination whether the FA Term row's Effective Status should be Active.

If it should be *Active* with current Enrollment Data, <u>insert a new row into the desired FA Term</u> and select the **Build** button.

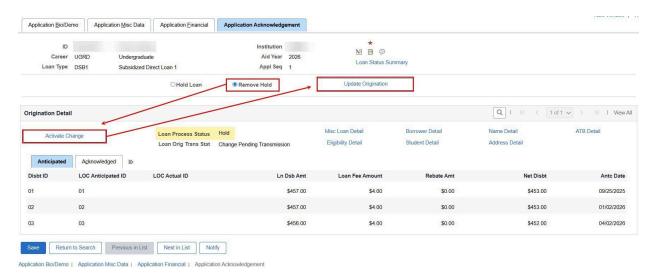




QRG: Building FA Term

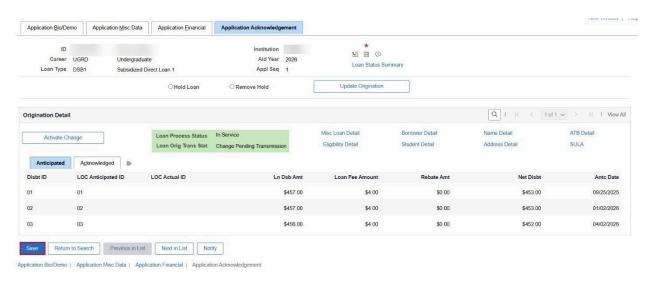
Next Steps - Manage Direct Loan Application page

Next, navigate to the **Financial Aid > Loans > Direct Lending Management > Manage Direct Loan Application** page and ensure all applicable records that need Originations to pass through DLOUT Validation are updated by removing any holds, selecting the **Update to Origination** button and then the **Activate Change** button.



The Loan Process Status will change from Hold to In Service.

Select the Save button.



Run any necessary Direct Loan origination steps and then run the DLOUT process to pick up adjusted records.

Download the crdl file and then outbound the file to COD.



Generate Direct Loan Data - DLOUT - FAPDLOCH (Origination Change) Errors

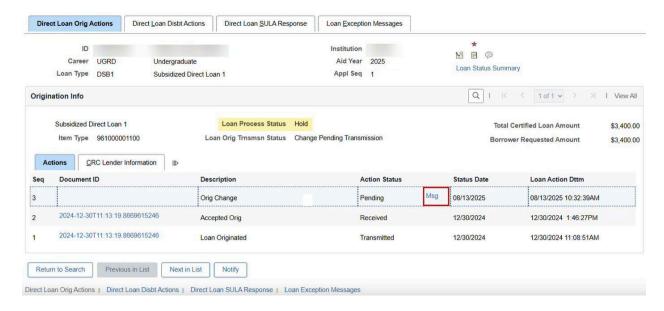
Change Skipped Actual Amt Exceeds Anticipated DSBx

Navigation	Description
Navigation: Financial Aid > Loans > Direct	Loan amount exceeds anticipated amount as reflected on
Lending Management > View Loan	Manage Direct Loan Application page or the student
Processing Actions	changed a bio demo item on their ISIR or in Student
	Records. i.e., their email address, or changed their address

Begin your review on the View Loan Processing Actions page.

On the Direct Loan Origination Actions tab. In the Actions tab, note the Orig Change row.

Select the Msg link.



In the **Loan Action Message Detail** pagelet, note the disbursement amounts and the student email. The *student email* is listed here as a reason as why the loan was placed on hold. At some point in time, the student borrower changed their email address, either on their ISIR, or with Student Records. The ctcLink system is now flagging this change where the loan processor will have to review it before the record is allowed to pass Validation.

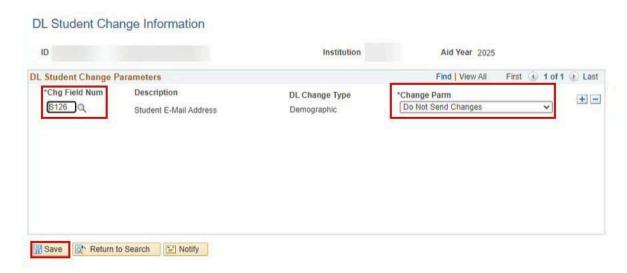


Loan Action Message Detail



Next, navigate out to the Hold/Suspend Change Data page. Financial Aid > Loans > Direct Lending Management > Hold/Suspend Change Data

From the previous page, the **Loan Action Message Detail** page (above image), copy the **Chg Field**, in this example, S126, and enter it into the **Chg Field Num** on the **Hold/Suspend Change Data** page. Select the **Save** button.

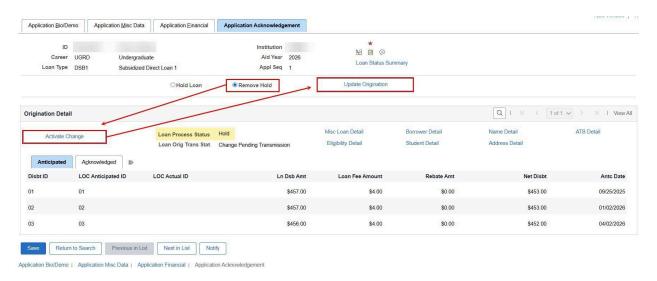


Note other **Chg Fields** may need to be changed. Typical **Chg Fields** that generate an Origination Change issue are student address, and student email.



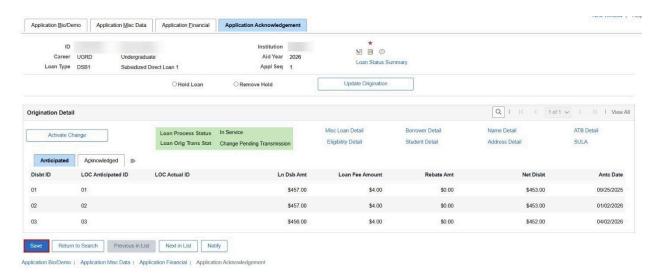
Next Steps - Manage Direct Loan Application page

Next, navigate to the **Financial Aid > Loans > Direct Lending Management > Manage Direct Loan Application** page and ensure all applicable records that need Originations to pass through DLOUT Validation are updated by removing any holds, selecting the **Update to Origination** button and then the **Activate Change** button.



The Loan Process Status will change from Hold to In Service.

Select the Save button.



Run any necessary Direct Loan origination steps and then run the DLOUT process to pick up adjusted records.

Download the crdl file and then outbound the file to COD.



Generate Direct Loan Data - DLOUT - FAPDLODB (Disbursement) Errors

Enrollment Status is Invalid

Navigation	Description
Navigation: Financial Aid > Financial Aid	Review the FA Term page and review the FA Load, Session
Term > Maintain Student FA Term	Detail, and the Effective Dated row history

Begin review at the **Maintain Student FA Term** page for the term displaying from the DLOUT Message Text.

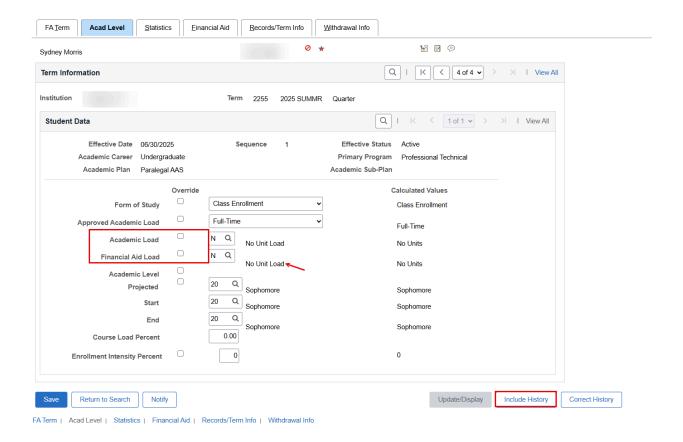
Find an Existing Value and select the Search button.

Select the record displayed in the Search Results row.

Find an Existing Value ✓ Search Criteria Enter any information you have and click Search. Leave fields blank for a list of all values. ☐ Saved Searches Choose from saved searches · 0 Recent Searches Choose from recent searches · / Empl ID Q begins with 🗸 Q *Academic Institution *Aid Year 2026 Q National ID | begins with ▼ Campus ID begins with ✓ Last Name begins with ✓ First Name | begins with ▼ ∧ Show fewer options ☐ Case Sensitive ☐ Include History □ Correct History ☐ Save Search ✓ Search Results 1 result - ID "201013850" Academic Institution "WA171" +1 more 1-1 of 1 🗸 🗦 > | View All Academic ID Aid Year Date of Birth National ID Name Institution Morris, Sydney WA171 ******





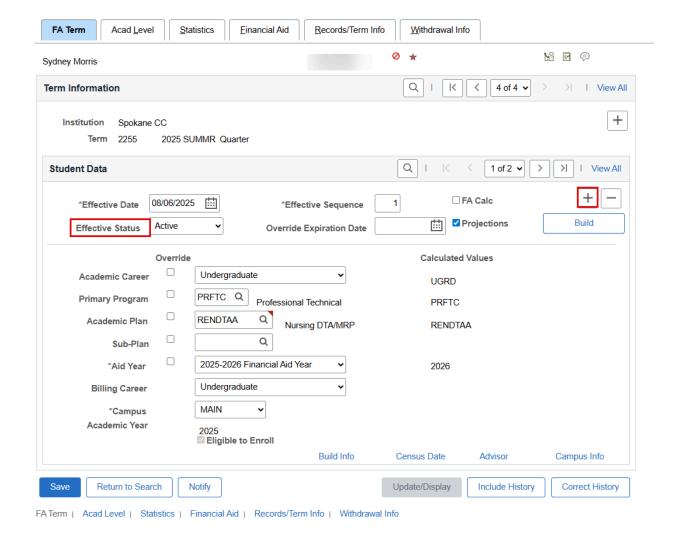


Resolution:

Make the determination to cancel the Direct Loan due to FA Term reflecting **FA Load** = *No Unit Load* (or any ineligible Financial Aid Load value). Or, if the student was eligible at the time of disbursement, insert a new row on the affected term(s) and temporarily override the **FA Load**, **Enrollment Intensity Percent**, and the **SULA Taken Units**.



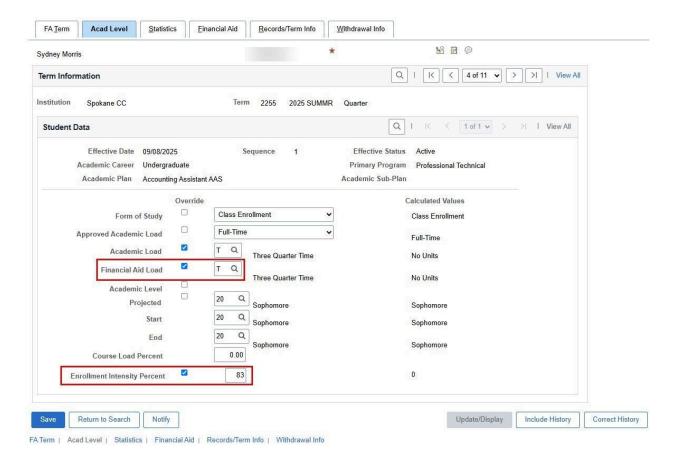




At the **Acad Level** tab, here is where you will override the **FA Load** and **Enrollment Intensity Percent** to the value the student was eligible for at the time of disbursement.





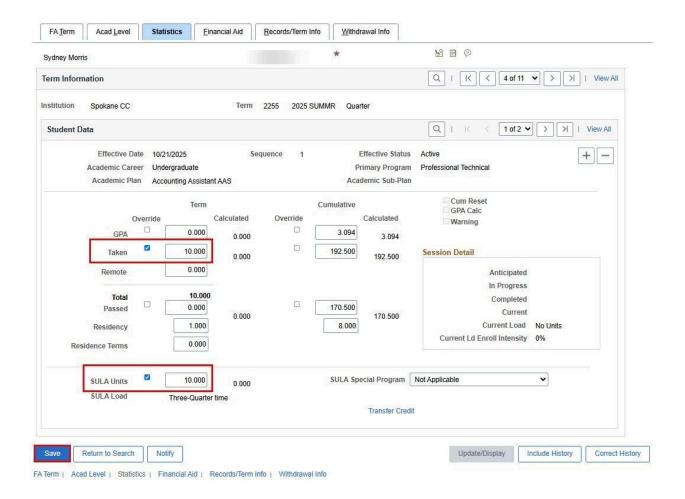


Next, at the Statistics tab, here is where you will override the Term Taken Units and the SULA Taken Units to the value the student was eligible for at the time of disbursement.

Select the Save button.





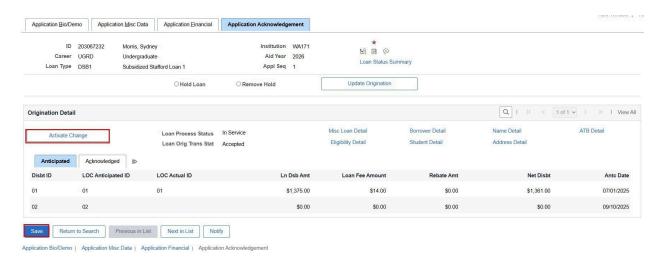




Next Steps - Manage Direct Loan Application page

Next, navigate to the **Financial Aid > Loans > Direct Lending Management > Manage Direct Loan Application** page and ensure all applicable records that need the Disbursements to pass through DLOUT Validation are updated by selecting the **Activate Change** button. <u>For disbursements, you do not have to select the Change to Origination button</u>.

Select the Save button.



Next, run the DLOUT process to pick up adjusted records.

Download the crdl file and then outbound the file to COD.