Washington State Board for Community and Technical Colleges

Contents

0
Purpose Statement 2
Direct Loan Processing Troubleshooting 2
Direct Loan Outbound Troubleshooting Process Definitions 2
Table of the Most Common DLOUT FAPDLOOR Direct Loan Origination Error Messages 2
Table of the Most Common DLOUT FAPDLOCH Direct Loan Origination Changes Error Messages 11
Table of the Most Common DLOUT FAPDLODB Direct Loan Disbursement Error Messages 12
Generate Direct Loan Data - DLOUT – FAPDLOOR (Origination) Errors 12
Disb Date < Loan Period Start Date (-10 Days) 12
Borrowers Address is Incomplete, Invalid or missing Borrower SSN, Invalid Borrower Birthdate, Borrower is not eligible (Citizenship Status) 16
Invalid Student Phone Number 17
Student Address is Incomplete 20
Changes to Special Pgm Causes Grade Level Mismatch and/or Special Program/Grade Level Combo Mismatch 21
Weeks Program Acad Year less than 26 and/or Published Program Length is missing 26
Payment Period End Dt/Begin Dt outside Award Begin/End Dt and/or Invalid Payment Period End Dt/Start Dt 33
Published Program Length is missing 37
Special Program is missing 41
CIP Code is blank and/or CIP Code Year is missing 45
Credential Level is missing 48
One or More Terms do not have Cred Lvl XREF setup 51
One or more Student Terms are inactive 52
Next Steps – Manage Direct Loan Application page 54
Generate Direct Loan Data - DLOUT – FAPDLOCH (Origination Change) Errors 55
Change Skipped Actual Amt Exceeds Anticipated DSBx 55
Next Steps – Manage Direct Loan Application page 57
Generate Direct Loan Data - DLOUT – FAPDLODB (Disbursement) Errors 58
Enrollment Status is Invalid 58

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

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

		a Person page.		exists, verify whether 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 is Incomplete	Add/Update a Person page	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**.	Navigate to **Campus Community > Personal Information > Add/Update a Person** page to review the **Address Type**. For 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.	Navigate to **Campus Community > Personal Information > Add/Update a Person >> Address link** page to review the **Address Type**. Work with the Student Records/Enrollment Services department so the **Address Type** can be updated to *Home*.
Change to Special Pgm causes Grade Level mismatch *And/or* Special Program/Grade Level combo mismatch	Maintain Student FA Term >> FA Term tab *And* Maintain Student FA Term >> Financial Aid tab	The student's **NSLDS Loan Year** and **Direct Lending Year** may not correspond with the **Academic Plan.**	Navigate to **Financial Aid > Financial Aid Term > Maintain Student FA Term >> FA Term tab** and review the **Academic Plan**. Is the student Plan stacked in a PRQ program? Navigate to **Financial Aid > Financial Aid Term >**	Navigate to **Financial Aid > Financial Aid Term > Maintain Student FA Term >> FA Term tab** and in the Student Data group box in the affected term(s), insert a new row. Today's Effective Date will populate. Select

			Maintain Student FA Term >> Financial Aid tab and review the **NSLDS Loan Year** and the **Direct Lending Year**. If the student is Plan stacked in a PRQ program, the **NSLDS Loan Year** and the **Direct Lending Year** must be *1st Year – Never Attended or 1st Year – Previously Attended* or *5th Year + Undergrad*	the Financial Aid tab. Set the **NSLDS Loan Year** and the **Direct Lending Year** to *1st Year – Never Attended or 1st Year – Previously Attended* or *5th Year + Undergrad.* These statuses will now be overridden. You may leave them overridden or opt to unselect the override 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 Acad Year less than 26 *And/or* **Published Program Length is missing**	Maintain Student FA Term >> FA Term tab *And/or* COD Credential Cross Reference page *And/or* Academic Plan >> Taxonomy tab	**Weeks of Instruction** value is < 12 or 0. Or FA Term row may be *Inactive*. Or the **Academic Plan** may be missing from the **COD Credential Cross Reference** page. Or, the **Academic**	Navigate to **Financial Aid > Financial Aid Term > Maintain Student FA Term >> Records/Term Info** and review the **Weeks of Instruction**. The value should be *12*. Also review the FA Term **Effective Status**. If the status = *Inactive*. Next, navigate to **Set Up SACR > Product Related > Financial Aid > COD > Credential Cross Reference** and check if the **Academic Plan** is missing from this page. Next, navigate to **Set Up SACR > Foundation Tables > Academic**	If the FA Term row's **Effective Status** = *Inactive*, and it should be *Active* insert a new row and select the **Build** button to populate Plan Stack and Enrollment Data. Or, if at the **COD Credential Cross Reference** page, the **Academic Plan** is not on the COD XRef page, add the FA eligible program values to the page select **Save**. Or, if at the **Academic Plan Table >> Taxonomy tab**, ensure the **Effective**

		Plan may be listed as *Inactive*, or may have conflicting Effective Dates, or CIP may be missing from **Academic Plan >> Taxonomy tab.**	**Structure > Academic Plan Table >> Taxonomy tab** and check the **Effective Date** of the page and review the values in the **Program Length Type** and **Program Length Value** field. Also check the **Academic Plan** tab to verify the **Academic Plan** is a FA eligible plan.	**Date** is not a later date than when the Direct Loan was awarded/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. 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 adjustments need to be made, work with the SBCTC CS Core team by submitting a HelpDesk ticket.
Payment Period End Dt outside Award Begin/End Dt	Maintain Student FA Term >> FA Term tab *And/or* COD Credential Cross Reference page *And/or*	FA Term row may be *Inactive*. Or the **Academic Plan** may be missing from the **COD Credential Cross Reference** page.	Navigate to **Financial Aid > Financial Aid Term > Maintain Student FA Term >> FA Term** tab and review the FA Term **Effective Status**. If the status = *Inactive*. Next, navigate to **Set Up SACR > Product Related > Financial Aid > COD > Credential Cross Reference** and check if the **Academic Plan** is missing from this page.	If the FA Term row's **Effective Status** = *Inactive*, and it should be *Active* insert a new row and select the **Build** button to populate Plan Stack and Enrollment Data. Or, if at the **COD Credential Cross Reference** page, the **Academic Plan** is not on the COD XRef page, add the FA

	Academic Plan >> Taxonomy tab	Or, the **Academic Plan** may be listed as *Inactive*, or may have conflicting Effective Dates, or CIP may be missing from **Academic Plan >> Taxonomy tab.**	Next, navigate to **Set Up SACR > Foundation Tables > Academic Structure > Academic Plan Table >> Taxonomy tab** and check the **Effective Date** of the **Academic Plan**. Is it in an *Active* Status with an **Effective Date** that occurs before the Direct Loan originated?	eligible program values to the page select **Save**. Or, if at the **Academic Plan Table >> Taxonomy tab**, ensure the **Effective Date** is not a later date than when the Direct Loan was awarded/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 Period Start Date *And/or* **Invalid Payment Period End Date**	Manage Direct Loan Application page >> Application Financial tab And/or Maintain Student FA Term page	FA Term row may be *Inactive*.	Navigate to **Financial Aid > FA Term > Maintain Student FA Term >> FA Term tab** to review the **Academic Plan** and whether the term **Effective Status** = *Inactive*.	If the FA Term row's **Effective Status** = *Inactive*, and it should be *Active* insert a new row and select the **Build** button to populate Plan Stack and Enrollment Data.
Special Program is missing	Maintain Student FA Term page, *And/or*	FA Term row may be *Inactive*.	Navigate to **Financial Aid > FA Term > Maintain Student FA Term >> FA Term tab** to review the **Academic Plan** and	If the FA Term row's **Effective Status** = *Inactive*, and it should be *Active* insert a new row and select

	COD Credential Cross Reference page *And/or* Academic Plan >> Taxonomy tab	Or the **Academic Plan** may be missing from the **COD Credential Cross Reference** page. Or, the **Academic Plan** may be listed as *Inactive*, or may have conflicting Effective Dates, or CIP may be missing from **Academic Plan >> Taxonomy tab.**	whether the term **Effective Status** = *Inactive*. Next, navigate to **Set Up SACR > Product Related > Financial Aid > COD > Credential Cross Reference** and check if the **Academic Plan** is missing from this page. Next, navigate to **Set Up SACR > Foundation Tables > Academic Structure > Academic Plan Table >> Taxonomy tab** and check the **Effective Date** of the page and review the value in the **SULA Special Program** field.	the **Build** button to populate Plan Stack and Enrollment Data. Or, if at the **COD Credential Cross Reference** page, the **Academic Plan** is not on the COD XRef page, add the FA eligible program values to the page select **Save**. Or, if at the **Academic Plan Table >> Taxonomy tab**, ensure the **Effective Date** is not a later date than when the Direct Loan was awarded/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 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 *And/or*	Maintain Student FA Term page	FA Term row may be *Inactive*.	Navigate to **Financial Aid > FA Term > Maintain Student FA Term >> FA Term tab** to review the	If the FA Term row's **Effective Status** = *Inactive*, and it should be *Active* insert a

CIP Code Year is Blank	*And/or* COD Credential Cross Reference page *And/or* Academic Plan >> Taxonomy tab	Or the **Academic Plan** may be missing from the **COD Credential Cross Reference** page. Or, the **Academic Plan** may be listed as *Inactive*, or may have conflicting Effective Dates, or CIP may be missing from **Academic Plan >> Taxonomy tab.**	**Academic Plan** and whether the term **Effective Status** = *Inactive*. Next, navigate to **Set Up SACR > Product Related > Financial Aid > COD > Credential Cross Reference** and check if the **Academic Plan** is missing from this page. Next, navigate to **Set Up SACR > Foundation Tables > Academic Structure > Academic Plan Table >> Taxonomy tab** and check the **Effective Date** of the page and review the value in the **CIP Code** field.	new row and select the **Build** button to populate Plan Stack and Enrollment Data. Or, if at the **COD Credential Cross Reference** page, the **Academic Plan** is not on the COD XRef page, add the FA eligible program values to the page select **Save**. Or, if at the **Academic Plan Table >> Taxonomy tab**, ensure the **Effective Date** is not a later date than when the Direct Loan was awarded/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 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 is missing	Maintain Student FA Term page, COD Credential Cross Reference	FA Term row may be *Inactive*. Or the **Academic Plan** may be	Navigate to **Financial Aid > FA Term > Maintain Student FA Term >> FA Term tab** to review the **Academic Plan** and whether the term	If the FA Term row's **Effective Status** = *Inactive*, and it should be *Active* insert a new row and select the **Build** button to

	page, Academic Plan >> Taxonomy tab	missing from the **COD Credential Cross Reference** page. Or, the **Academic Plan** may be listed as *Inactive*, or may have conflicting Effective Dates, or CIP may be missing from **Academic Plan >> Taxonomy tab.**	**Effective Status** = *Inactive*. Next, navigate to **Set Up SACR > Product Related > Financial Aid > COD > Credential Cross Reference** and check if the **Academic Plan** is missing from this page. Next, navigate to **Set Up SACR > Foundation Tables > Academic Structure > Academic Plan Table >> Taxonomy tab** and check the **Effective Date** of the page and review the value in the **Credential Level** field.	populate Plan Stack and Enrollment Data. Or, if at the **COD Credential Cross Reference** page, the **Academic Plan** is not on the COD XRef page, add the FA eligible program values to the page select **Save**. Or, if at the **Academic Plan Table >> Taxonomy tab**, ensure the **Effective Date** is not a later date than when the Direct Loan was awarded/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 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 Terms do not have Cred Lvl XREF setup	COD Credential Cross Reference page	This message means that a new Academic Plan has not yet been added to the COD	Next, navigate to **Set Up SACR > Product Related > Financial Aid > COD > Credential Cross Reference** and check if the **Academic Plan** is missing from this page.	Or, if at the **COD Credential Cross Reference** page, the **Academic Plan** is not on the COD XRef page, add the FA eligible program

		Credential Cross Reference table		values to the page select **Save**.
One or more Student Terms are Inactive	Maintain Student FA Term page	FA Term row is *Inactive*	Navigate to **Financial Aid > FA Term > Maintain Student FA Term >> FA Term tab** to review the **Academic Plan** and whether the term **Effective Status** = *Inactive*.	If the FA Term row's **Effective Status** = *Inactive*, and it should be *Active* insert a new row and select the **Build** button to populate Plan Stack 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 Impacted	Message Source	What to Review to Troubleshoot	How to Resolve Message
Change Skipped Actual Amt Exceeds Anticipated, DSBx	View Loan Processing Actions page *And/or* Manage Direct Loan Application page	Loan amount exceeds anticipated amount as reflected on Manage Direct Loan Application page *Or*, the student changed a bio demo item on their ISIR or in Student Records. i.e., their email address, or changed their address	Navigate to **Financial Aid > Loans > Direct Lending Management > View Loan Processing Actions >> Direct Loan Orig Actions** and review the **Msg** link to check for the reason it did not pass Origination Validation. Note any non-loan date or non-loan amount related change messages. i.e., did the borrower's name change? Did the borrower's address or email address change?	First verify the loan disbursement amounts in **Financial Aid > Awards > Award Processing > Assign Awards to a Student** are awarded as intended and reflect as such the **View Loan Processing Actions page.** Next, on the **View Loan Processing Actions page >> Msg** link, note affected **Chg Field(s)** for any non-loan date or non-loan amount related changes. If **Chg Fields** exist for Borrower Name, E-mail or Address, note the **Chg 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 Impacted	Message Source	What to Review to Troubleshoot	How to Resolve Message
Enrollment Status is Invalid	Maintain Student FA Term page	FA Term row may be *Inactive* Or **FA Load** = *N*, No Enrollment	Navigate to **Financial Aid > FA Term > Maintain Student FA Term >> FA Term tab** to review the **Academic Plan** and whether the term **Effective Status** = *Inactive*. Review the FA Term >> Acad Load tab. Review the **FA Load** value.	If the FA Term row's **Effective Status** = *Inactive*, and it should be *Active* insert a new row and select the **Build** button to populate Plan Stack and Enrollment Data.

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

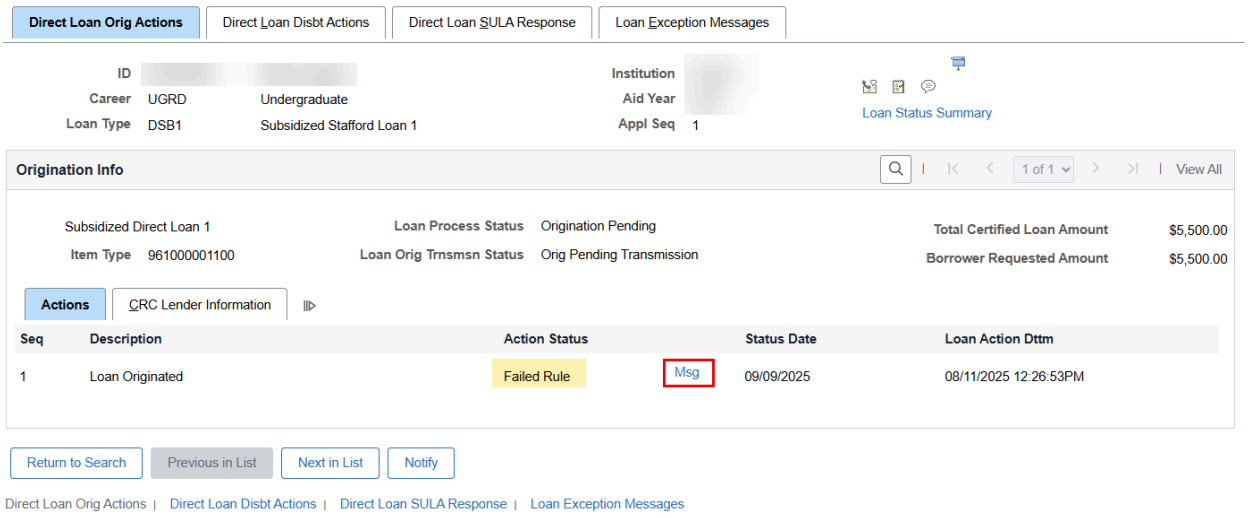
Disb Date < Loan Period Start Date (-10 Days)

Navigation	Description

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

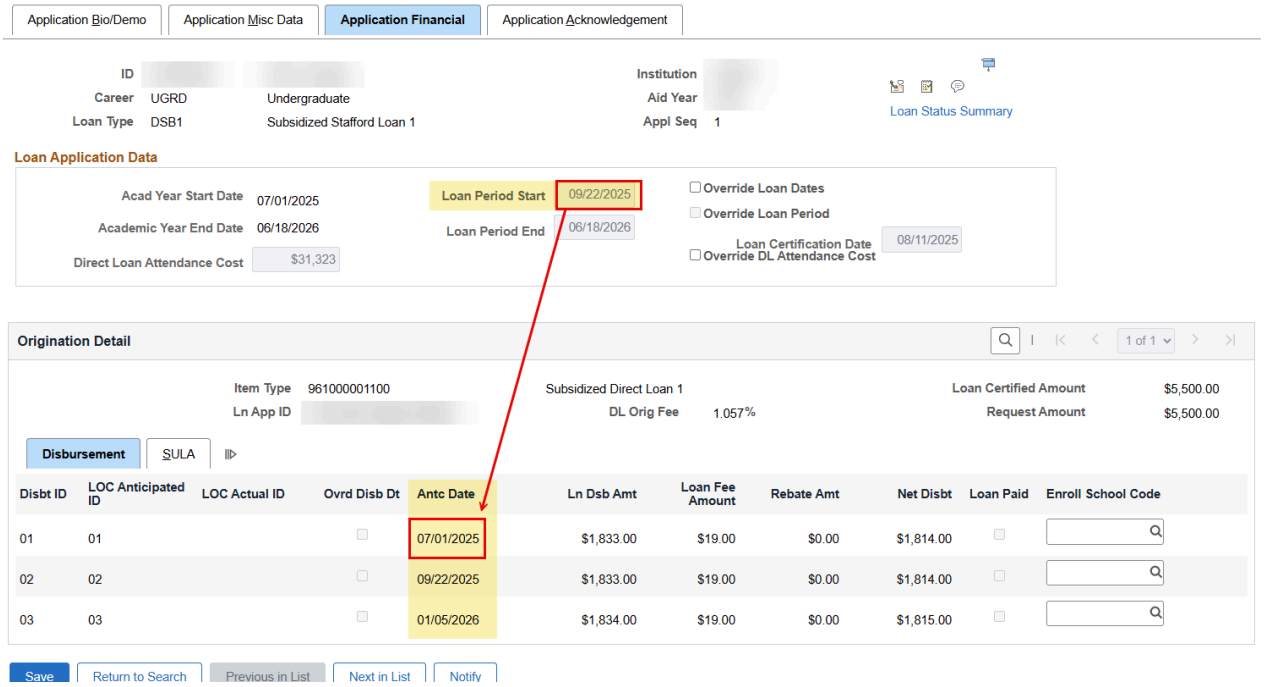


Note the **Loan Action Message Detail** Description: *DLOVL015 Disb Date < Loan Period Start Date (-10 Days)*

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.

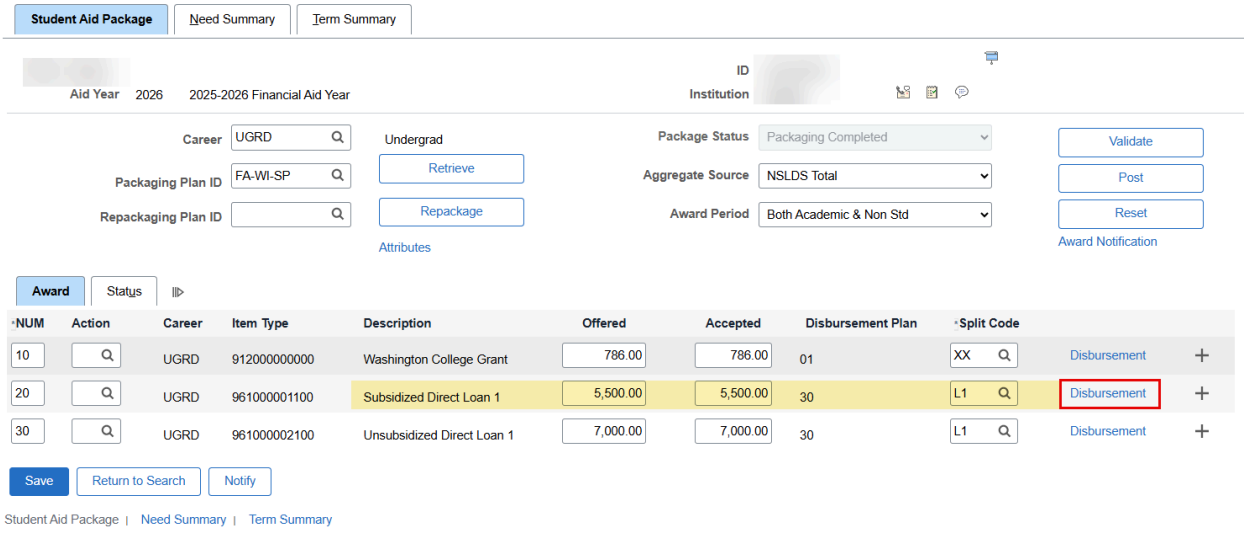
The error message *Disb Date < Loan Period Start Date (-10 Days)* is because the **Antc Date** for the 01 disbursement is well before the **Loan Period Start** Date.



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.

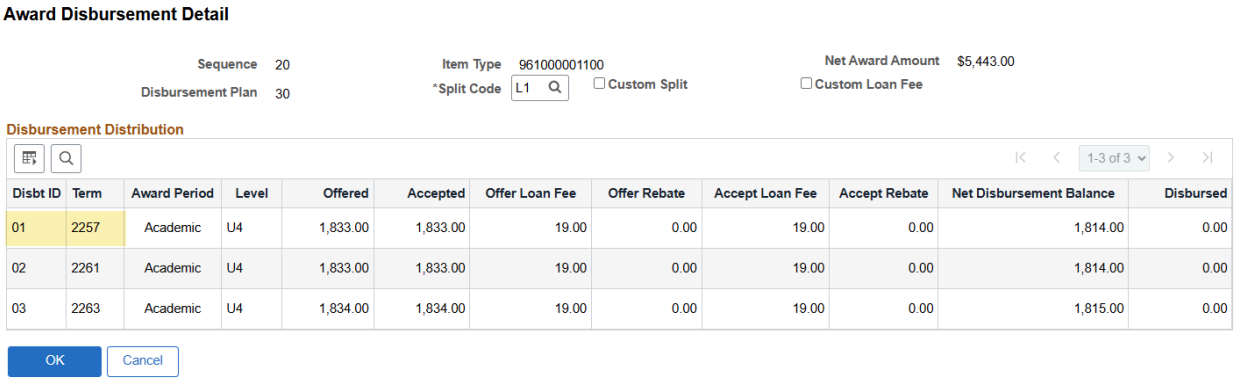
Continue to review by navigating to the **Assign Awards to a Student** page. **Financial Aid > Awards > Award Processing > Assign Awards to a Student >> Disbursement link.**

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.



Resolution:

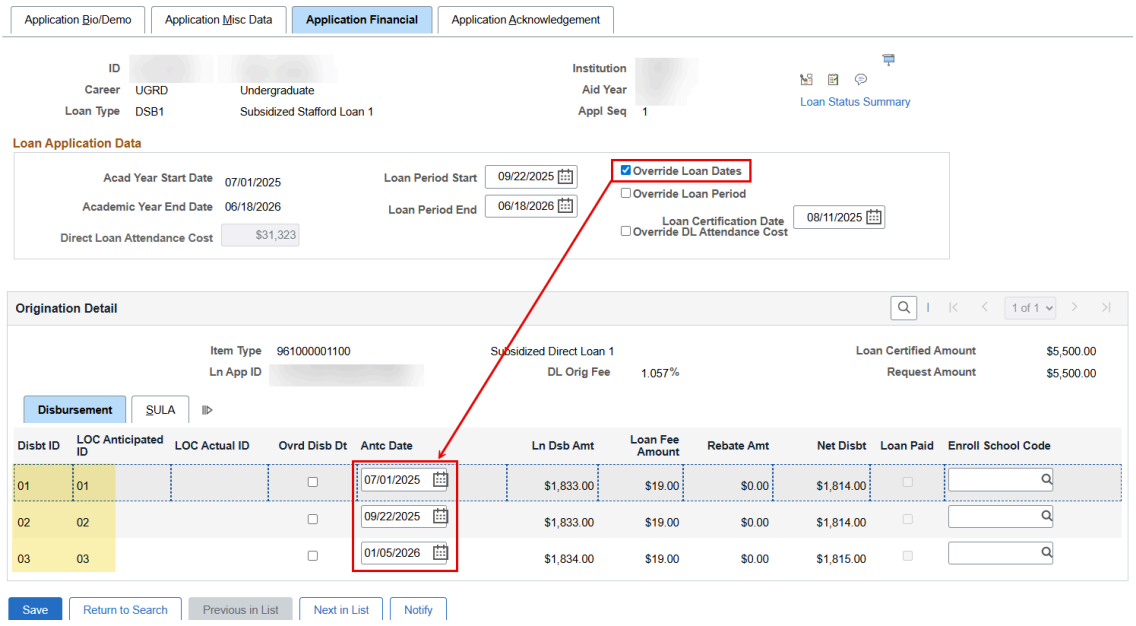
To resolve this, the Loan Dates need to be overridden*.

***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**

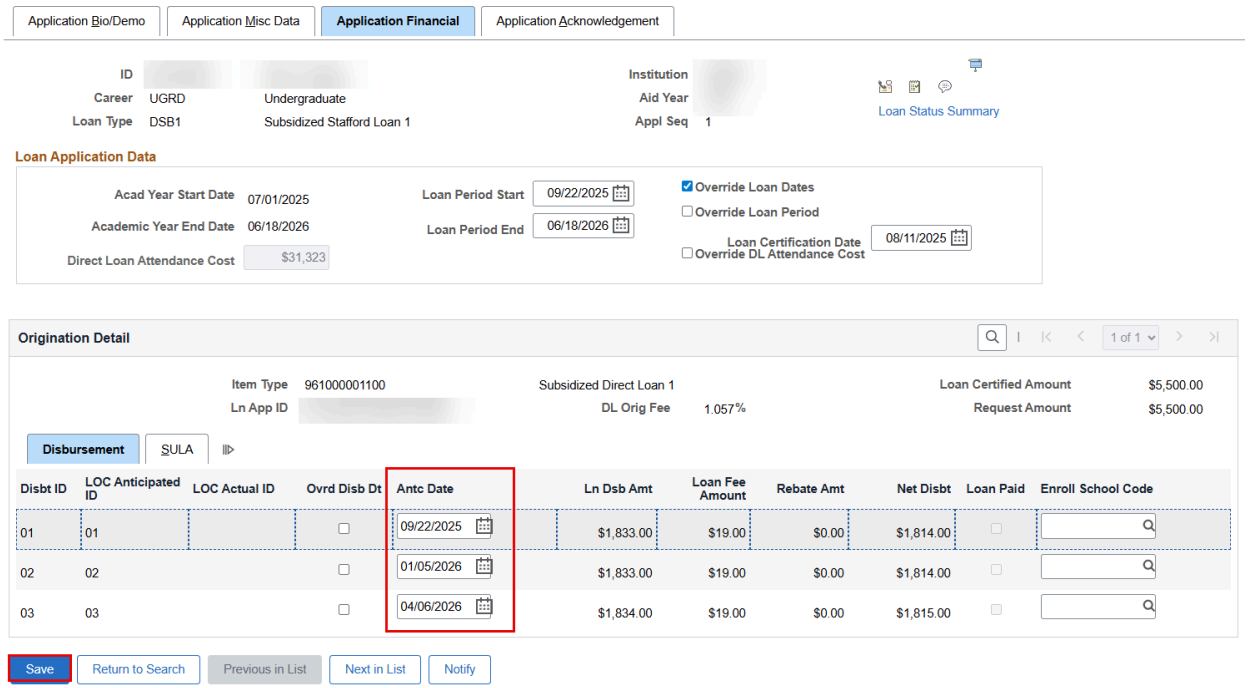
Select the **Override Loan Dates** checkbox. The **Antc Date** fields open for editing.

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



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.

Remember to do the Next Steps for the record to get out to COD.

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

Navigation	Description
Campus Community > Personal Information > Add/Update a Person	**These error messages typically appear together on PLUS 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.**

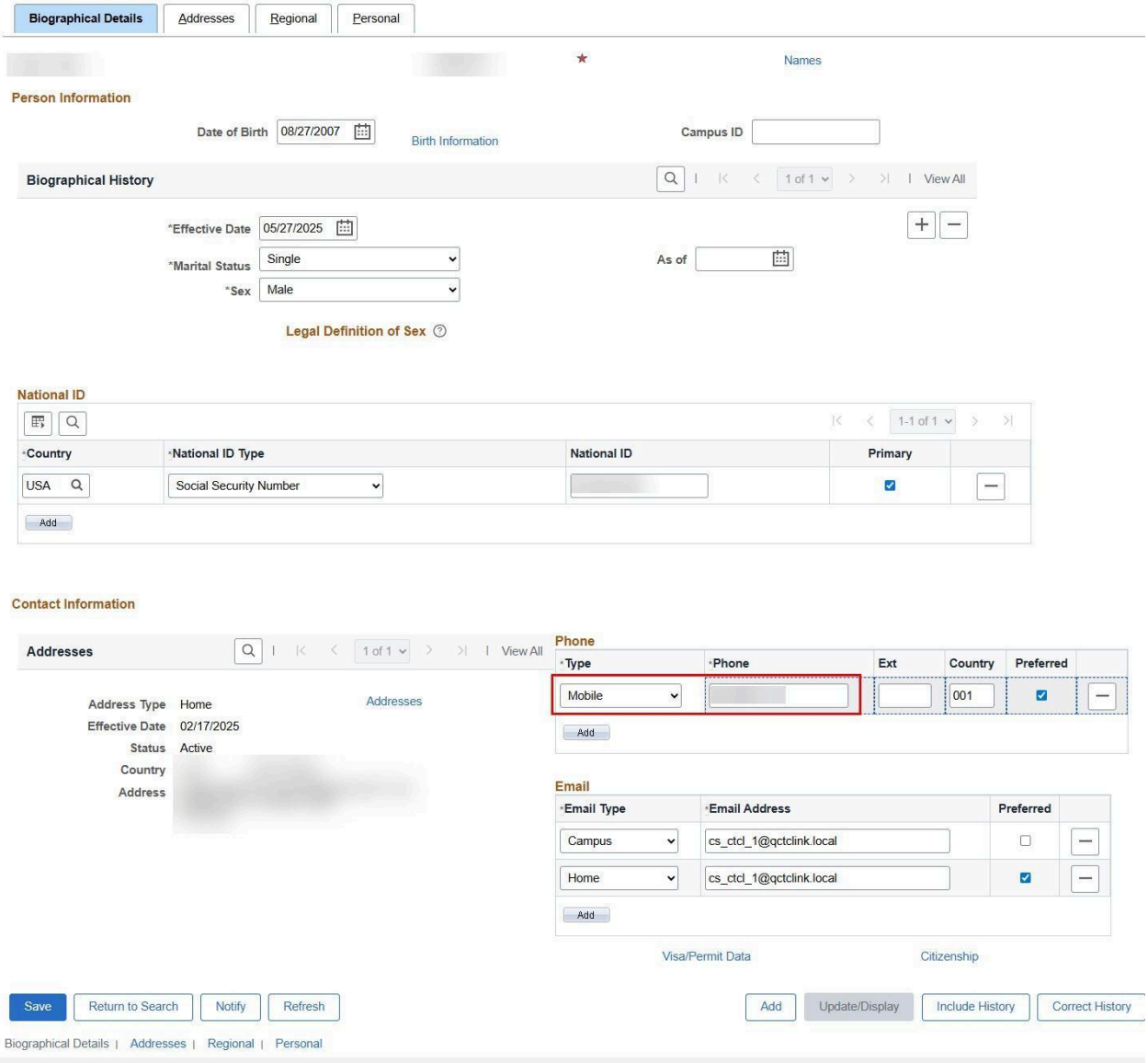
Follow the instructions in the Awarding PLUS Loans QRG, beginning on Step 2 – Create Parent Borrower EMPL ID Record. Follow through to Step 4 – Link Parent to PLUS Loan Record.

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

Invalid Student Phone Number

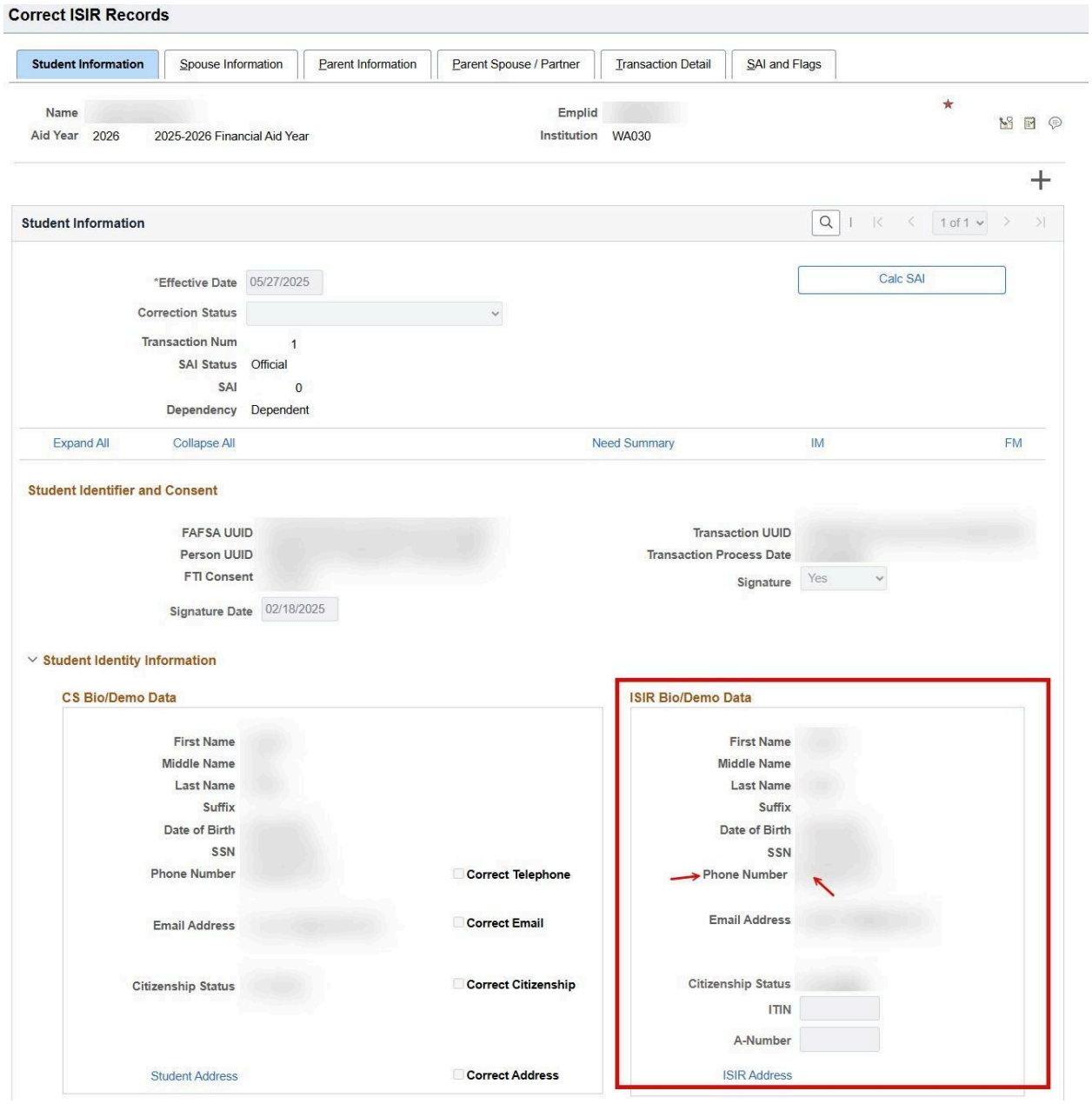
Navigation	Description
Campus Community > Personal Information > Add/Update a Person	**This error message typically occurs if the phone number does not follow a certain format, or if the information is outdated. These steps override the phone number to pass validation.**

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



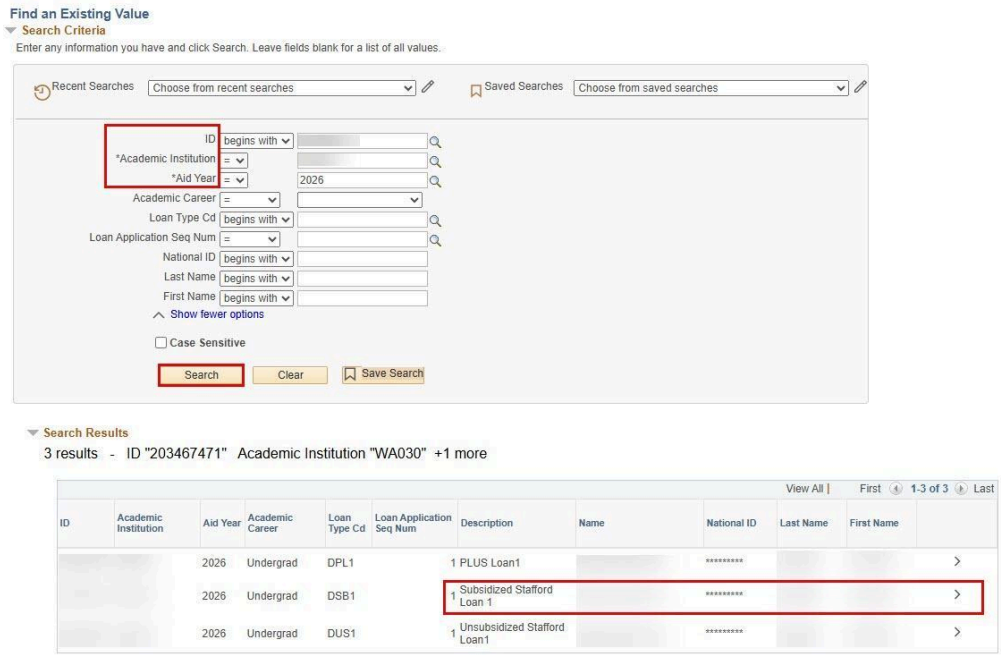
Next, navigate to **Financial Aid > Loans > Direct Lending Management > Override Loan Application Data page.**

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.

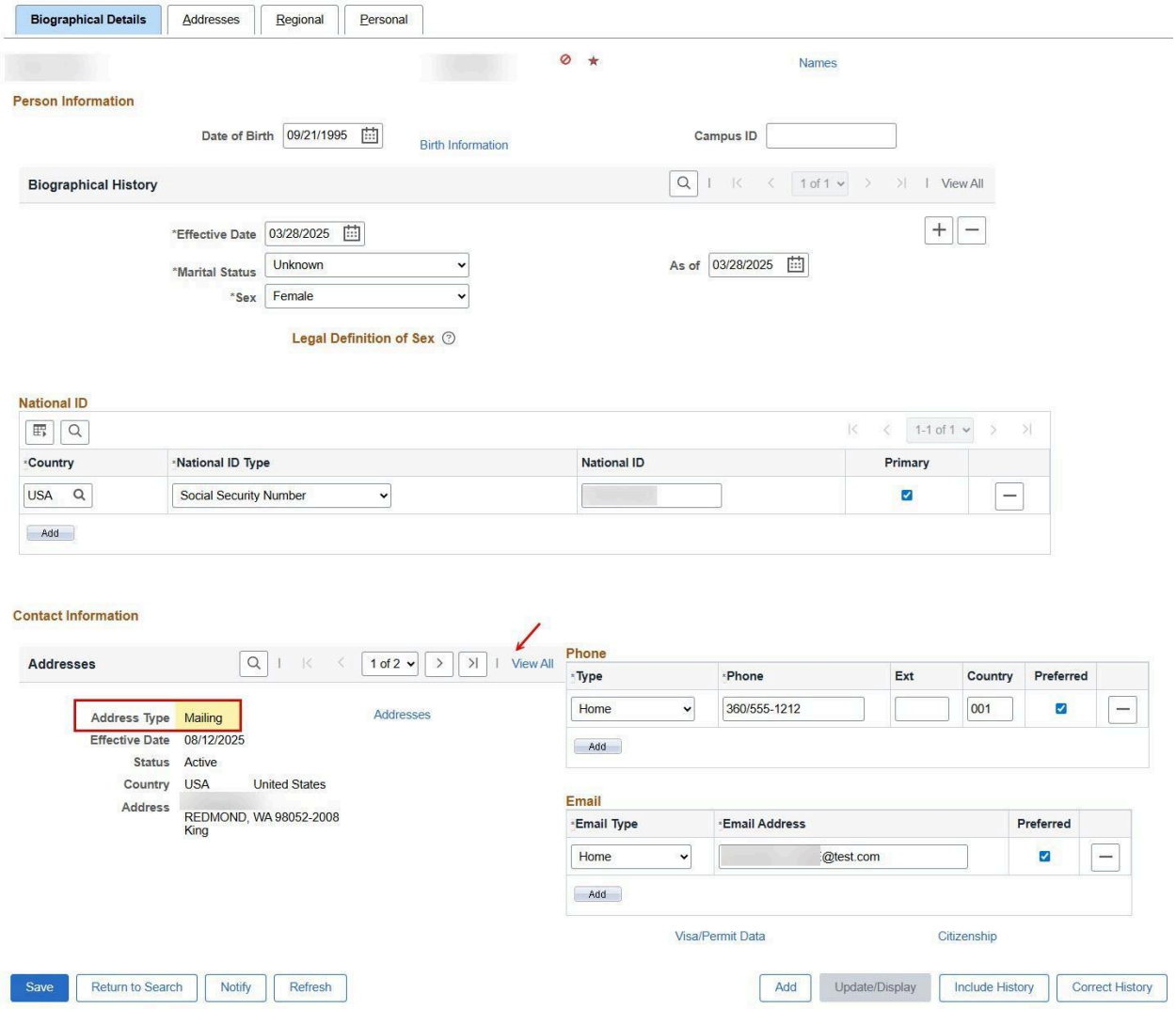
Remember to do the Next Steps for the record to get out to COD.

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 Update Address Information QRG to update an Address Type to an eligible **Address Type** = *Home*.

Remember to do the Next Steps for the record to get out to COD.

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

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

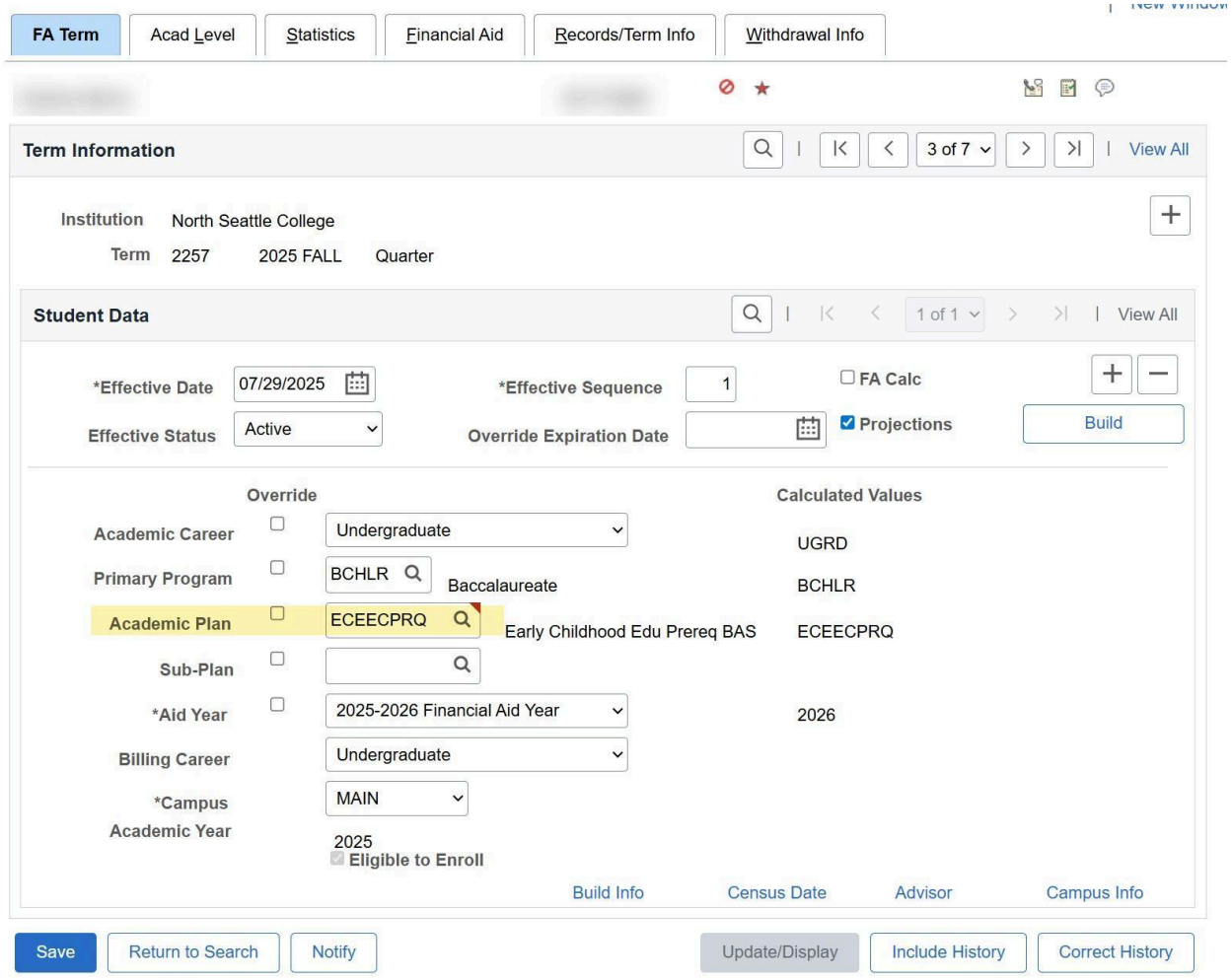
These messages usually occur together and are typical for PRQ Academic Plans, or plans that have not yet been added to the COD Credential Cross Reference Table.

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 are listed as *other* than First Year, i.e., *2nd Year*, *3rd Year* or *4th Year*. Students in PRQ programs are to be considered *1st year* or *5th Year+*, *5th Year + Undergrad*, depending on which prerequisite classes they are attempting/completing.

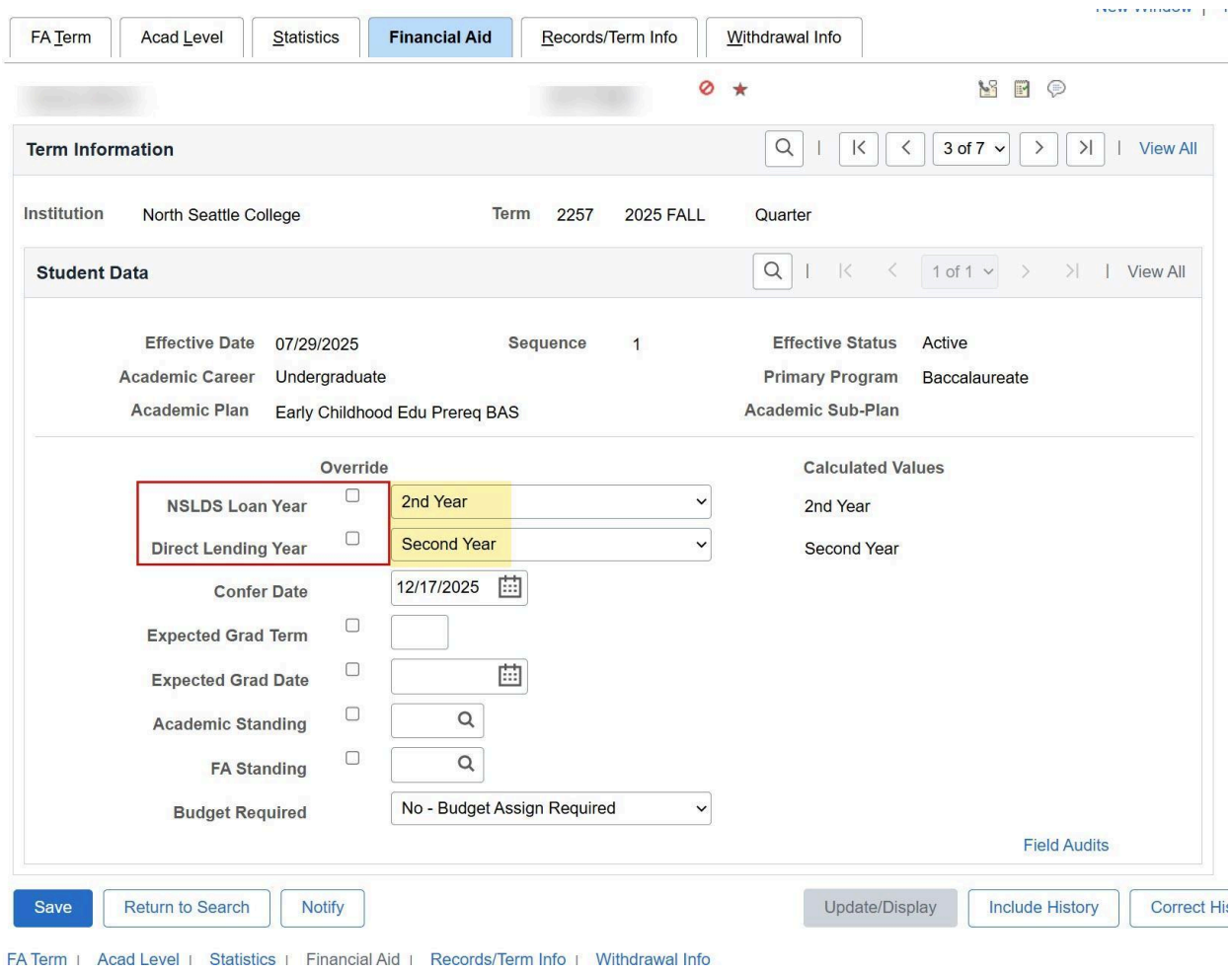
Begin your review at the **Maintain Student FA Term** page. Review the **Academic Plan**.

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



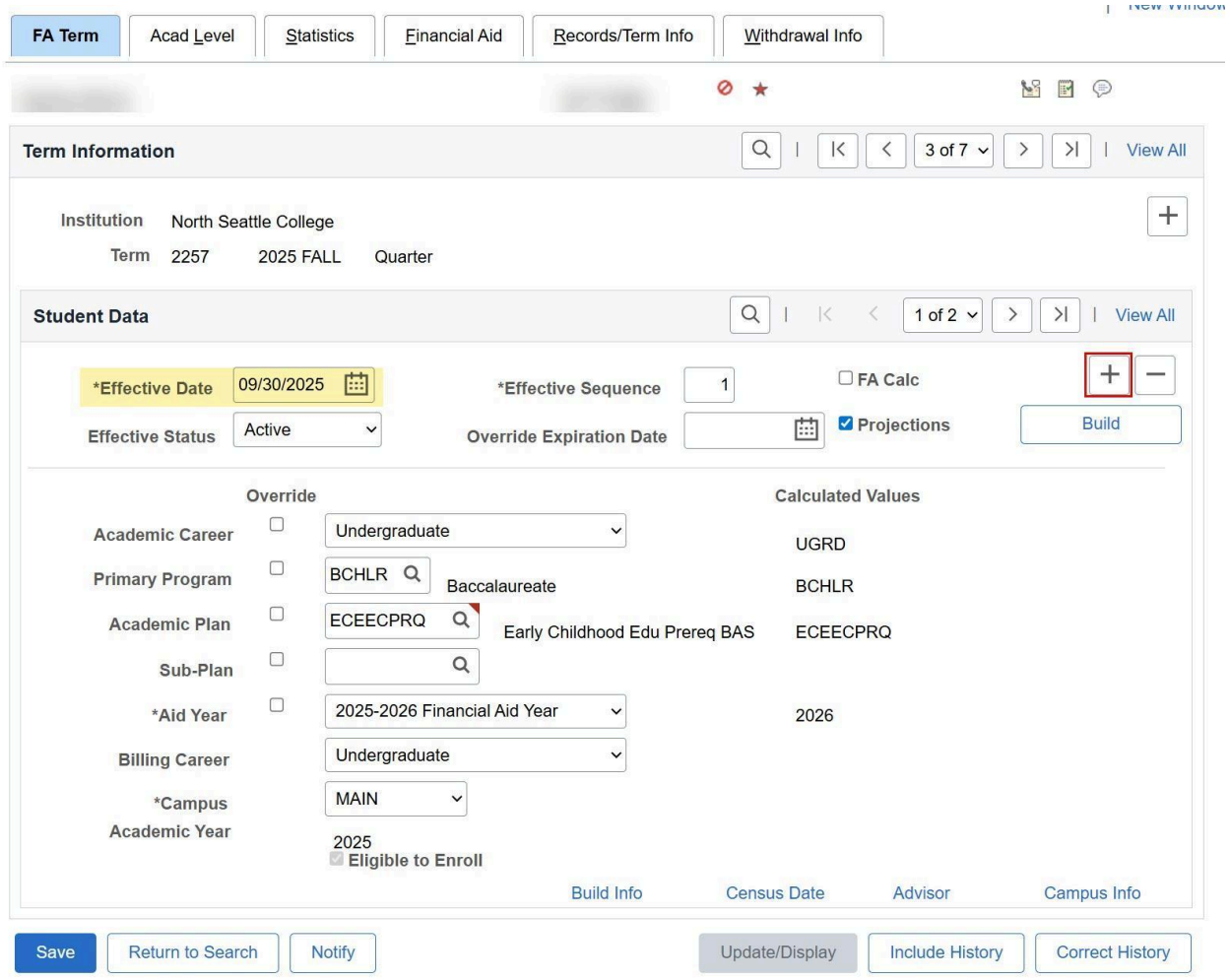
Next, select the **Maintain FA Term >> Financial Aid** tab.

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 *1st Year – Never Attended*, *1st Year – Previously Attended* or *5th Year+*, *5th Year + Undergrad*.



Return to the **FA Term** tab.

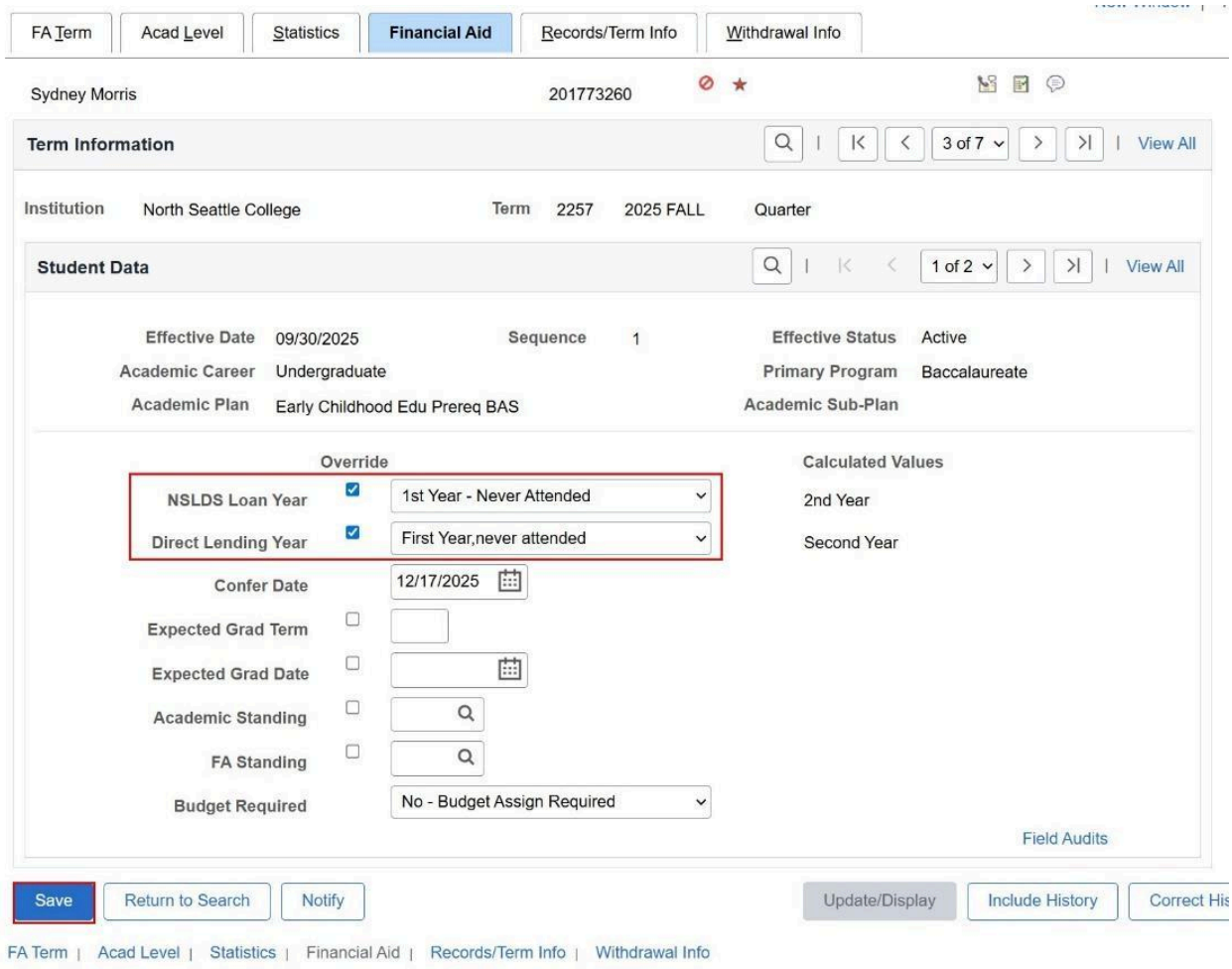
In the **Student Data** group box, insert a new row.



Return to the **Financial Aid** tab. Change the **NSLDS Loan Year** and **Direct Lending Year** to *1st Year – Never Attended*, *1st Year - Previously Attended*, or *5th Year+*, *5th Year + Undergrad*

Repeat steps for each affected term in the Aid Year.

Select the **Save** button.



Remember to do the Next Steps for the record to get out to COD.

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

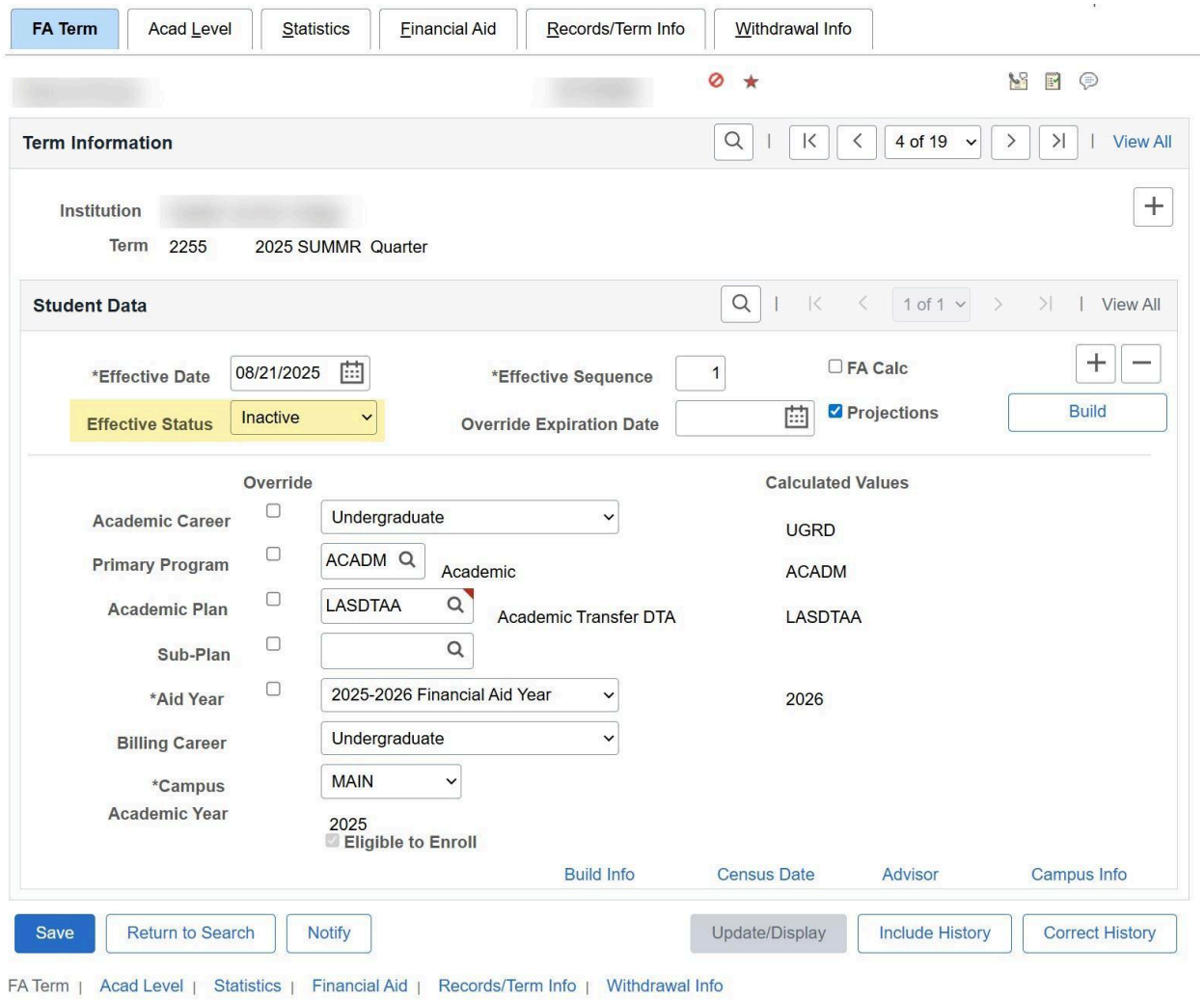
Navigation	Description
Financial Aid > Financial Aid Term > Maintain Student FA Term	**This message occurs for varying reasons to include, FA Term row is *Inactive*, Weeks of Instruction value is < *12*, Academic Plan is not listed on the COD Credential XRef Table, or the Academic Plan Table is *Inactive*.**

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**.

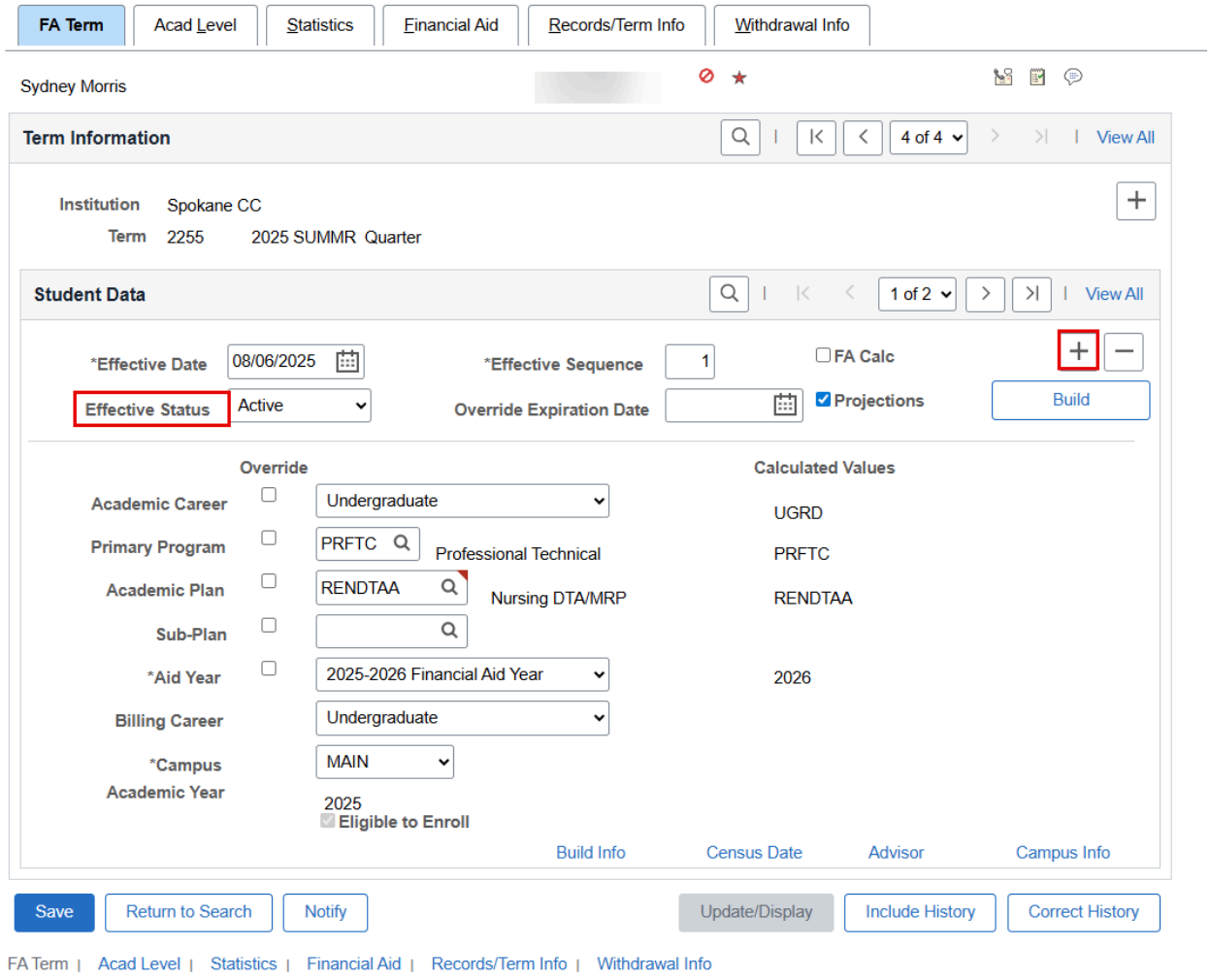
Check to see if the affected FA Term row's **Effective Status** = *Inactive*. If the row is *Inactive*, this status is what is causing this DL Validation Error. The row must be *Active*.

💡 ***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*.

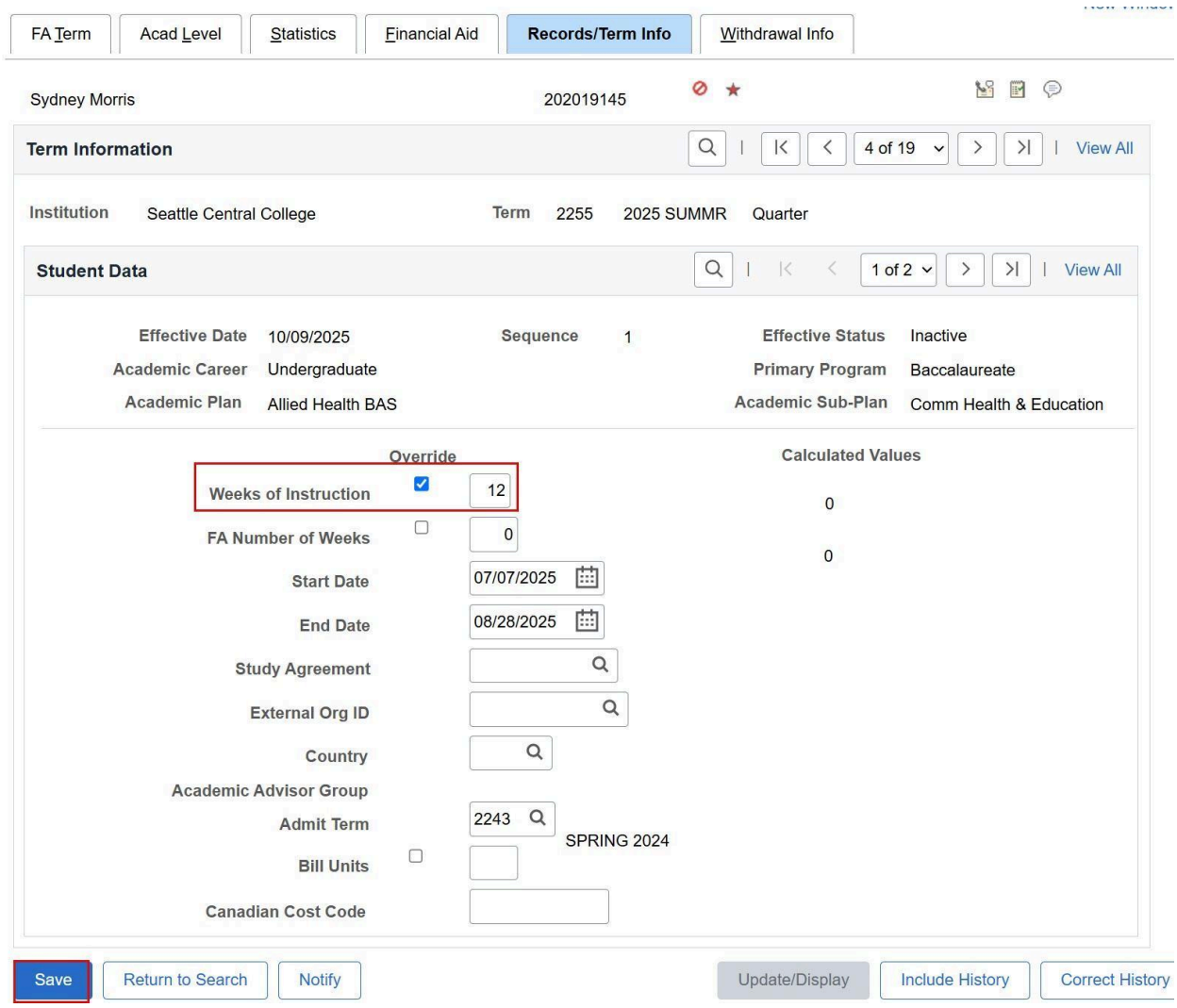
If it should be *Active* with current Enrollment Data, insert a new row into the desired FA Term and select the **Build** button.

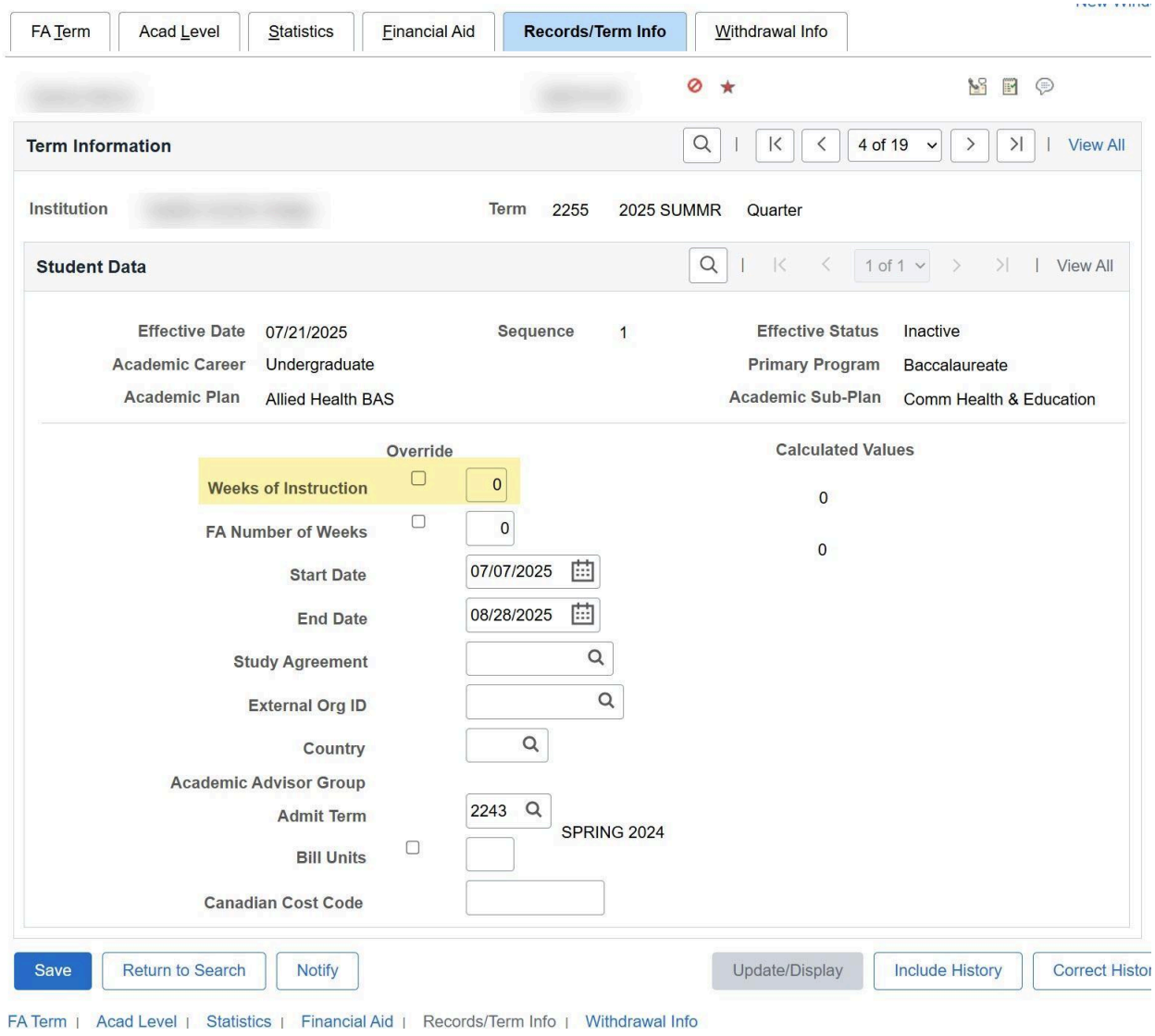


QRG: Building FA Term

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**.

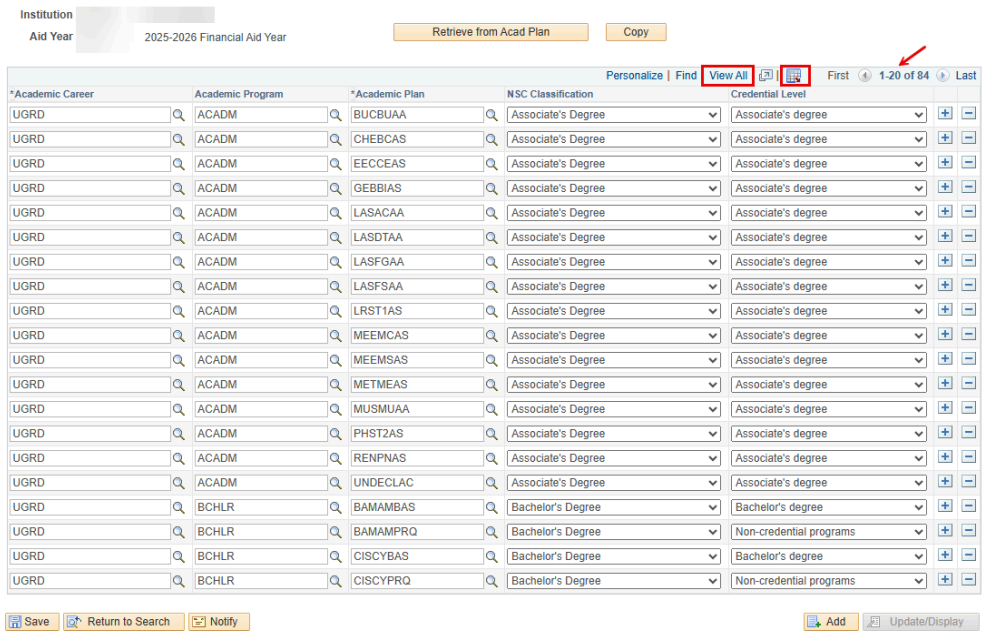

FA Term
Acad Level
Statistics
Financial Aid
Records/Term Info
Withdrawal Info
Sydney Morris
202019145
Term Information
4 of 19
View All
Institution
Seattle Central College
Term
2255
2025 SUMMR
Quarter
Student Data
1 of 2
View All
Effective Date
10/09/2025
Sequence
1
Effective Status
Inactive
Academic Career
Undergraduate
Primary Program
Baccalaureate
Academic Plan
Allied Health BAS
Academic Sub-Plan
Comm Health & Education
Override
Calculated Values
Weeks of Instruction
12
0
FA Number of Weeks
0
0
Start Date
07/07/2025
End Date
08/28/2025
Study Agreement
External Org ID
Country
Academic Advisor Group
Admit Term
2243
SPRING 2024
Bill Units
Canadian Cost Code
Save
Return to Search
Notify
Update/Display
Include History
Correct History



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:

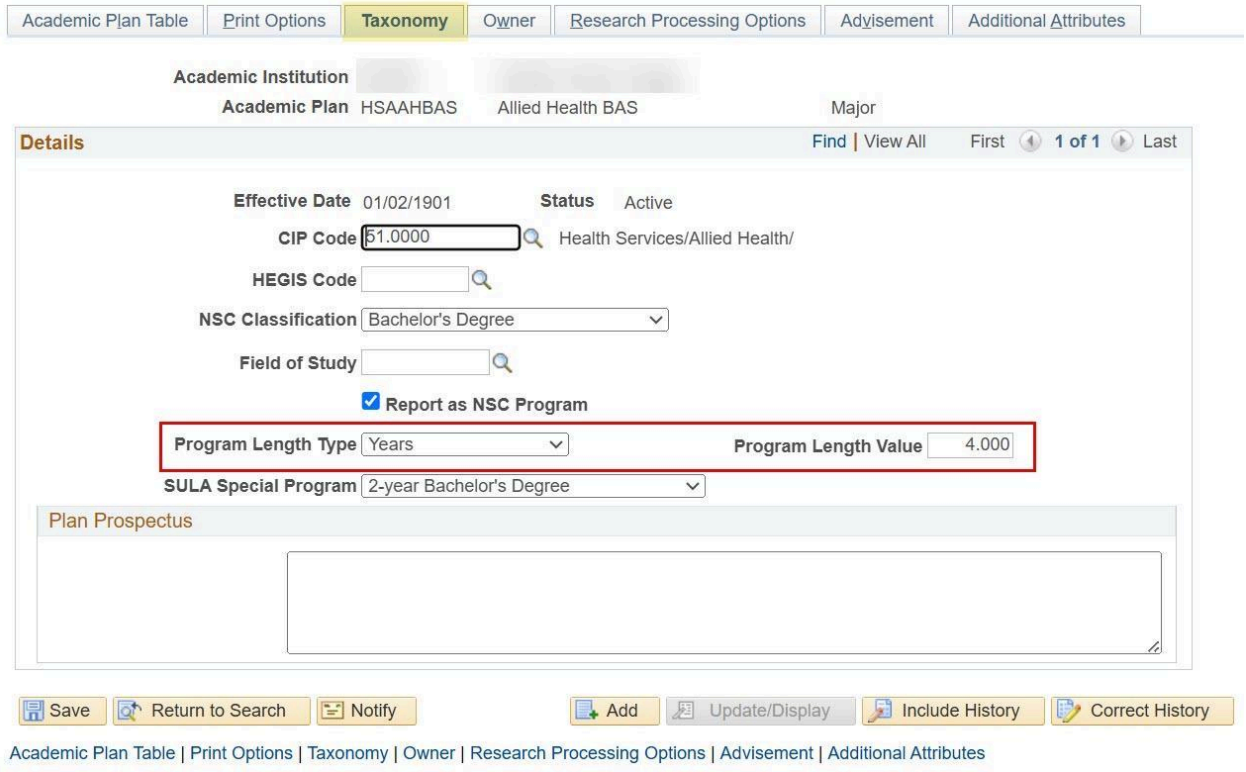


*Academic Career	Academic Program	*Academic Plan	NSC Classification	Credential Level
UGRD	ACADM	BUCBUAA	Associate's Degree	Associate's degree
UGRD	ACADM	CHEBCAS	Associate's Degree	Associate's degree
UGRD	ACADM	EECCEAS	Associate's Degree	Associate's degree
UGRD	ACADM	GEBBIAS	Associate's Degree	Associate's degree
UGRD	ACADM	LASACAA	Associate's Degree	Associate's degree
UGRD	ACADM	LASDTAA	Associate's Degree	Associate's degree
UGRD	ACADM	LASFGAA	Associate's Degree	Associate's degree
UGRD	ACADM	LASFSAA	Associate's Degree	Associate's degree
UGRD	ACADM	LRST1AS	Associate's Degree	Associate's degree
UGRD	ACADM	MEEMCAS	Associate's Degree	Associate's degree
UGRD	ACADM	MEEMSAS	Associate's Degree	Associate's degree
UGRD	ACADM	METMEAS	Associate's Degree	Associate's degree
UGRD	ACADM	MUSMUAA	Associate's Degree	Associate's degree
UGRD	ACADM	PHST2AS	Associate's Degree	Associate's degree
UGRD	ACADM	RENPNAS	Associate's Degree	Associate's degree
UGRD	ACADM	UNDECLAC	Associate's Degree	Associate's degree
UGRD	BCHLR	BAMAMBAS	Bachelor's Degree	Bachelor's degree
UGRD	BCHLR	BAMAMPRQ	Bachelor's Degree	Non-credential programs
UGRD	BCHLR	CISCYBAS	Bachelor's Degree	Bachelor's degree
UGRD	BCHLR	CISCYPRQ	Bachelor's Degree	Non-credential programs

QRG: Reviewing the COD Credential Cross Reference Table

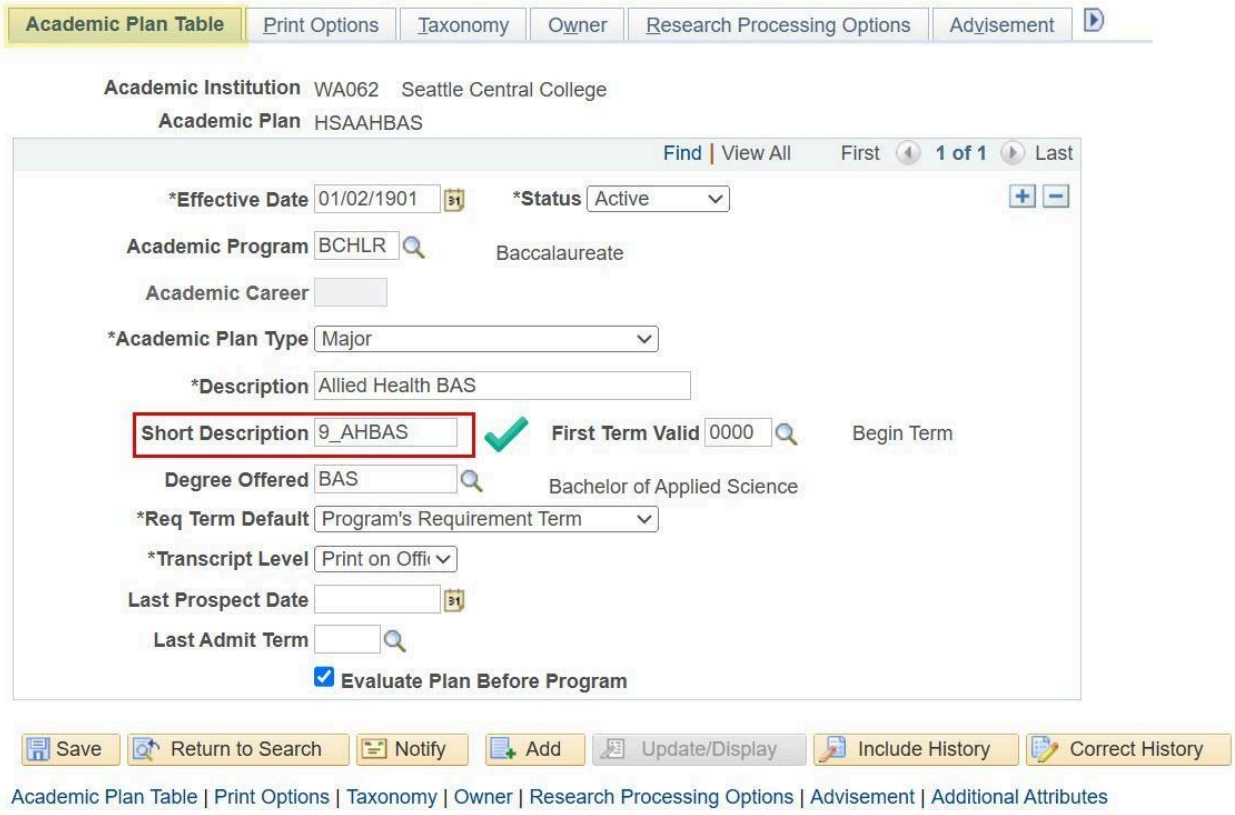
Additionally, check the **Academic Plan >> Taxonomy tab** and verify the **Program Length Type** and **Program Length Value** are reported correctly.

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.

If adjustments need to be made: Remember to do the Next Steps for the record to get out to COD

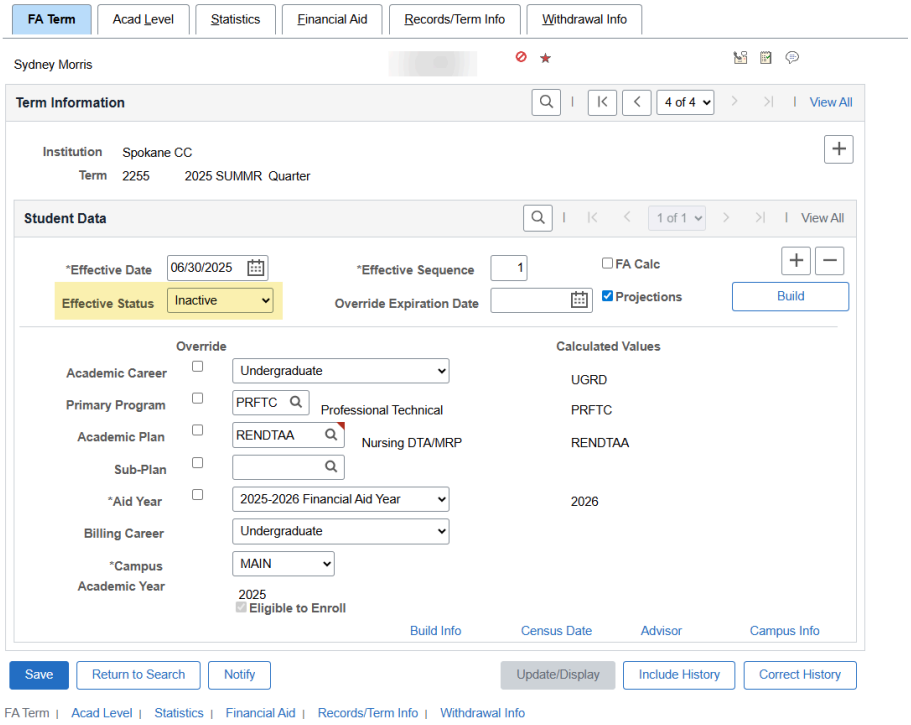
Payment Period End Dt/Begin Dt outside Award Begin/End Dt and/or Invalid Payment Period End Dt/Start Dt

Navigation	Description
Financial Aid > Financial Aid Term > Maintain Student FA Term	**This message occurs for varying reasons to include, FA Term row is *Inactive*, 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.

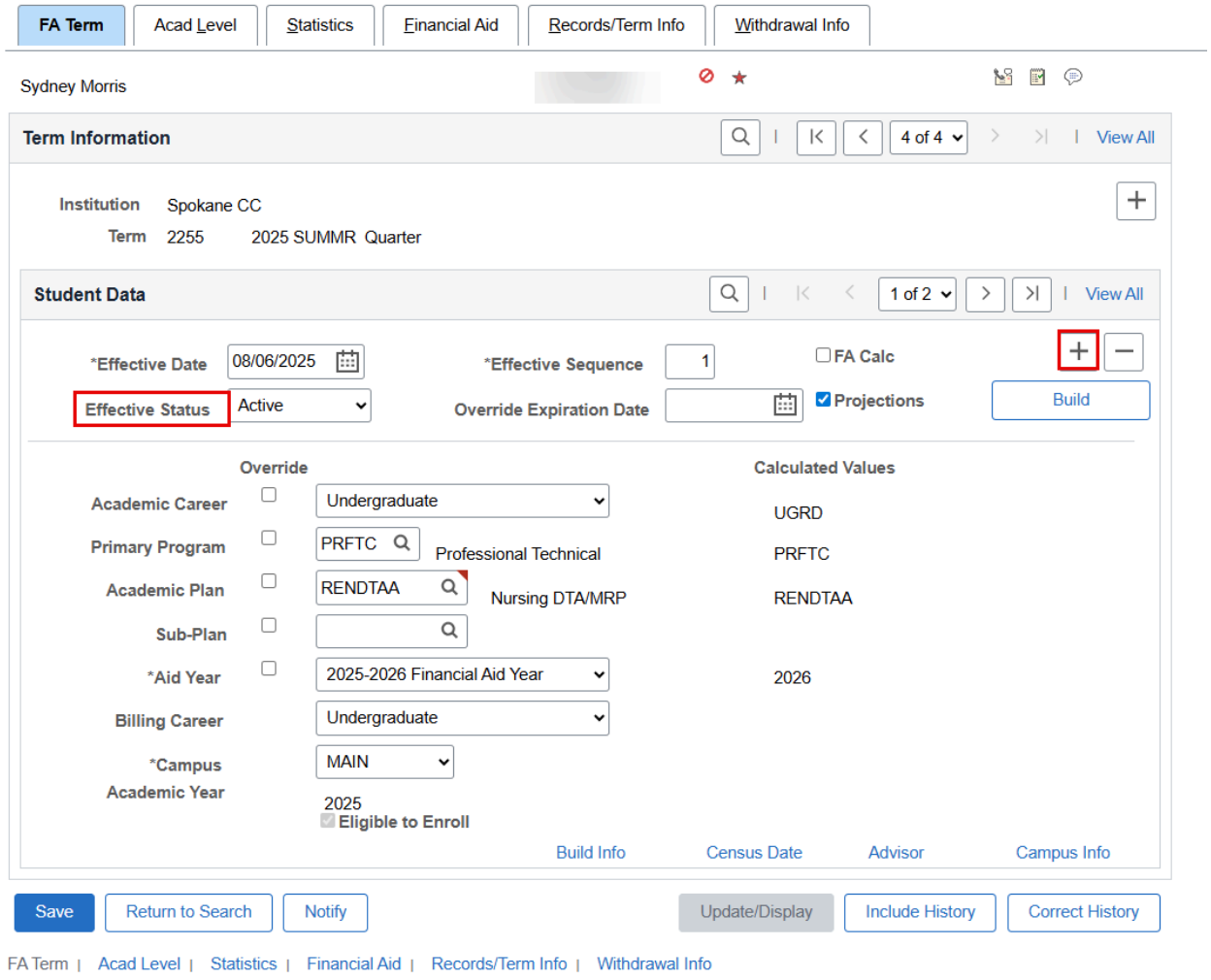
Check to see if the affected row's **Effective Status** = *Inactive*.

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, insert a new row into the desired FA Term and select the **Build** button.

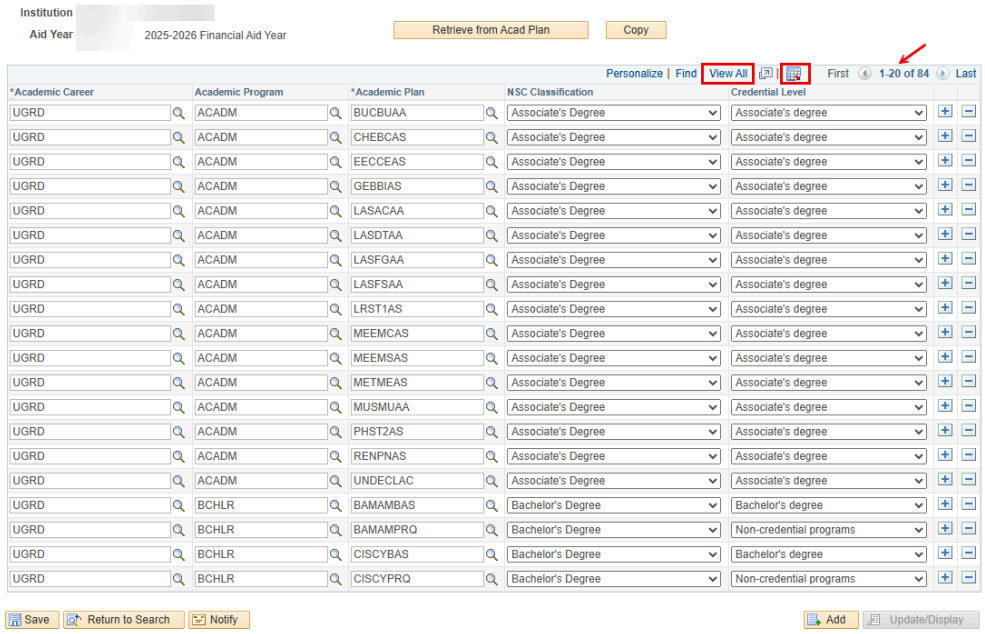


QRG: Building FA Term

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:



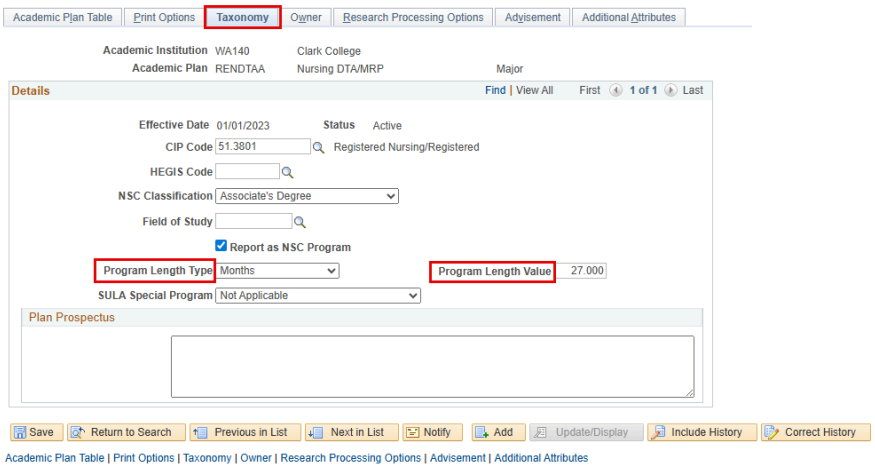
QRG: [Reviewing the COD Credential Cross Reference Table]

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:



Remember to do the Next Steps for the record to get out to COD.

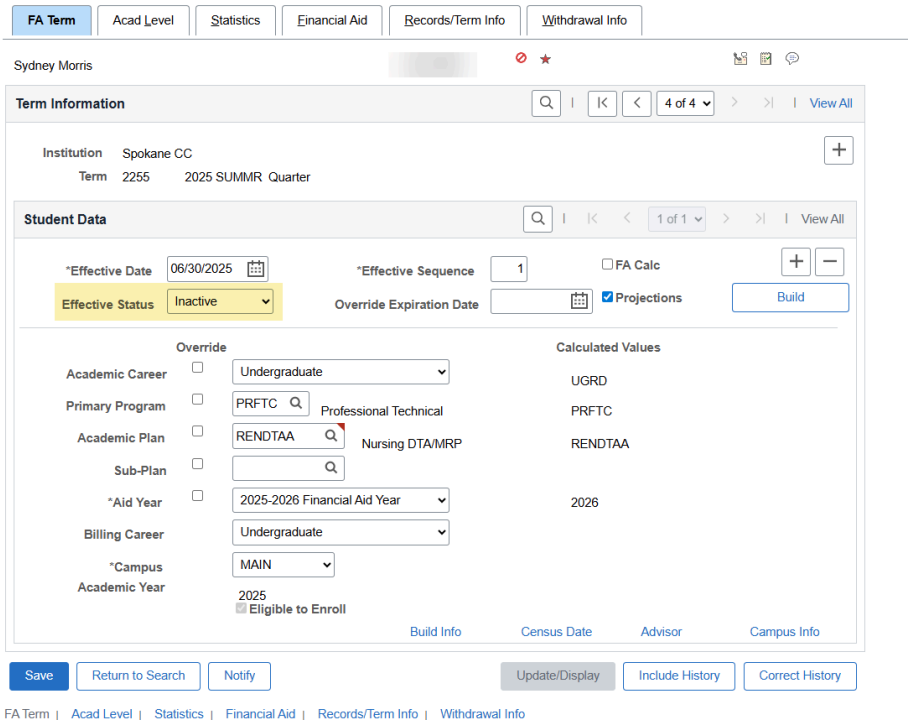
Published Program Length is missing

Navigation	Description
Financial Aid > Financial Aid Term > Maintain Student FA Term	**This message occurs for varying reasons to include, FA Term row is *Inactive*, 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.

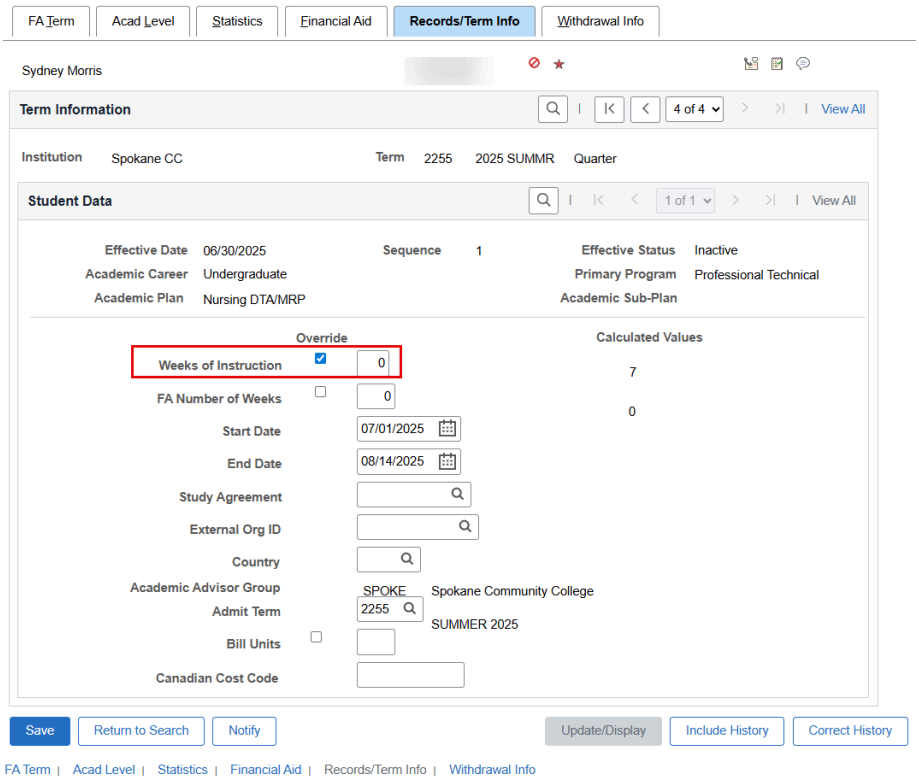
Check to see if the affected row's **Effective Status** = *Inactive*.

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



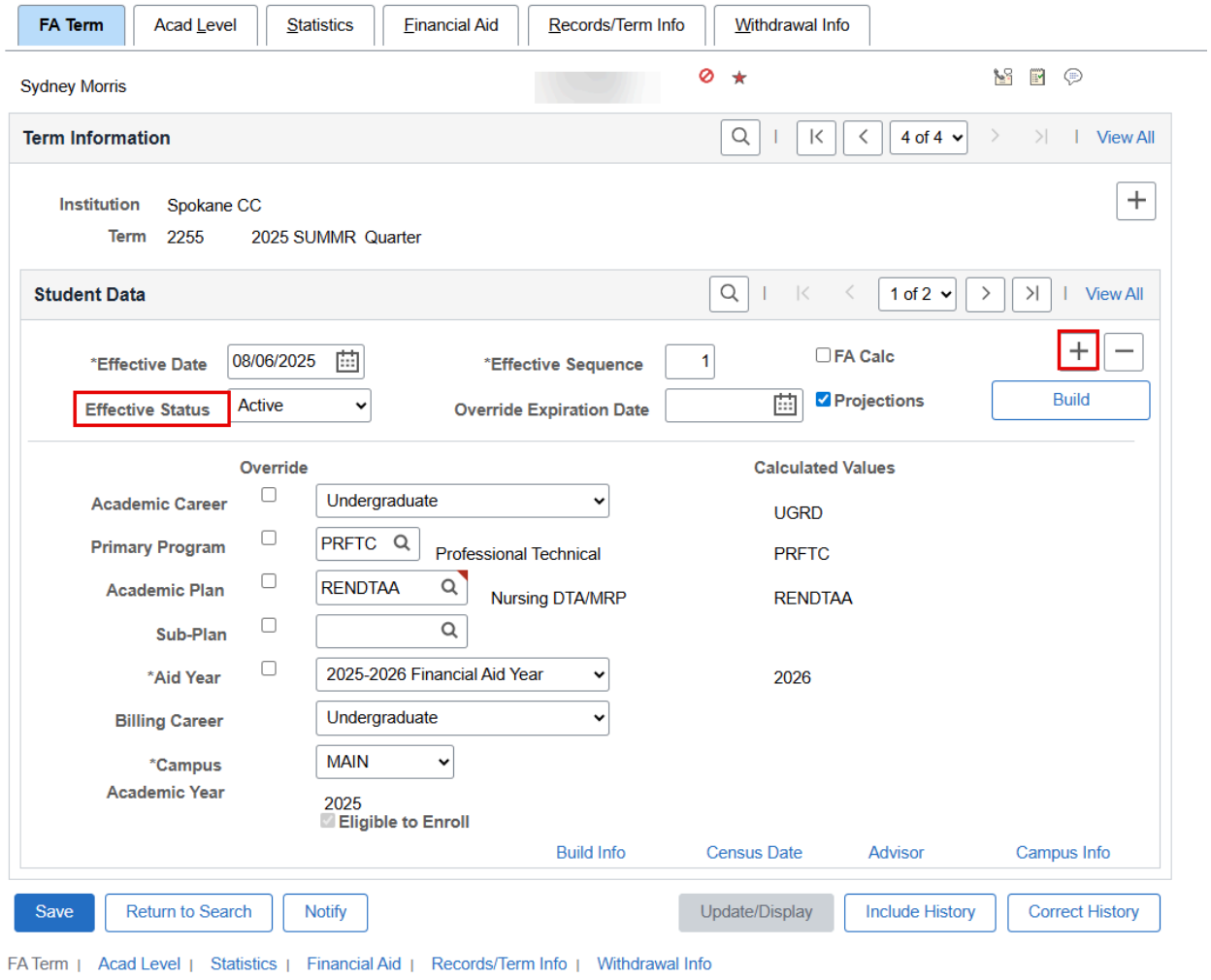
Select the **Records/Term Info** row. Verify the **Weeks of Instruction** value is set to *12*.

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, insert a new row into the desired FA Term and select the **Build** button.

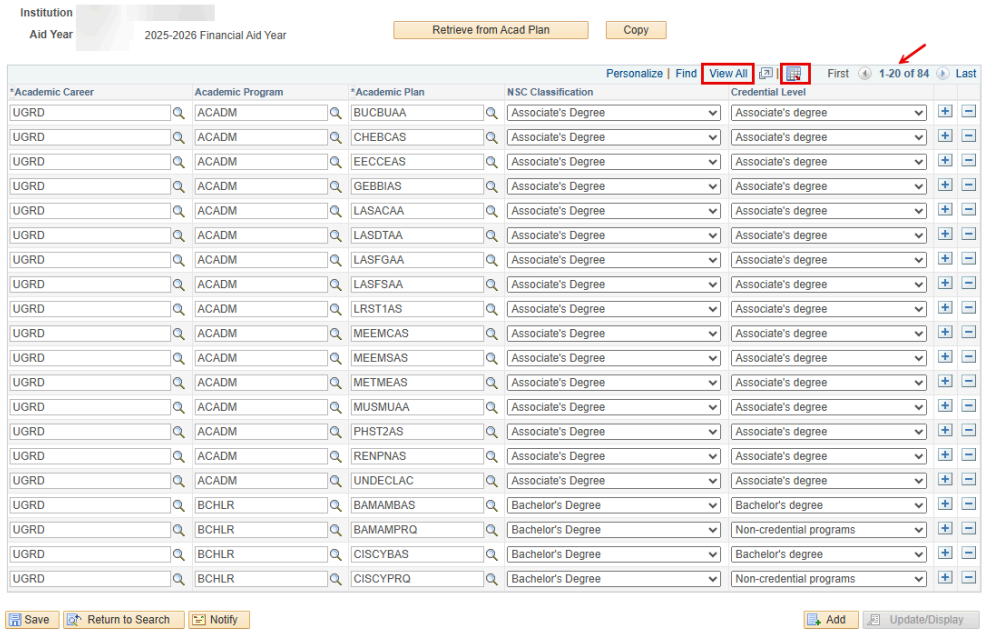


QRG: Building FA Term

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:



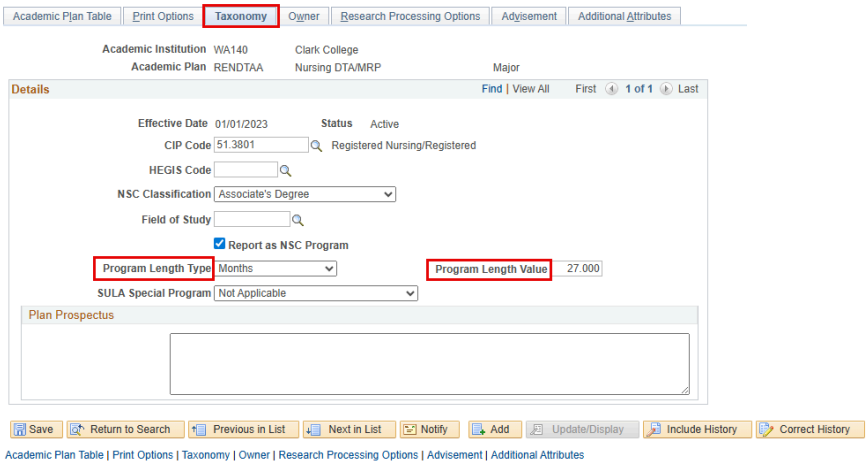
QRG: [Reviewing the COD Credential Cross Reference Table]

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:



Remember to do the Next Steps for the record to get out to COD.

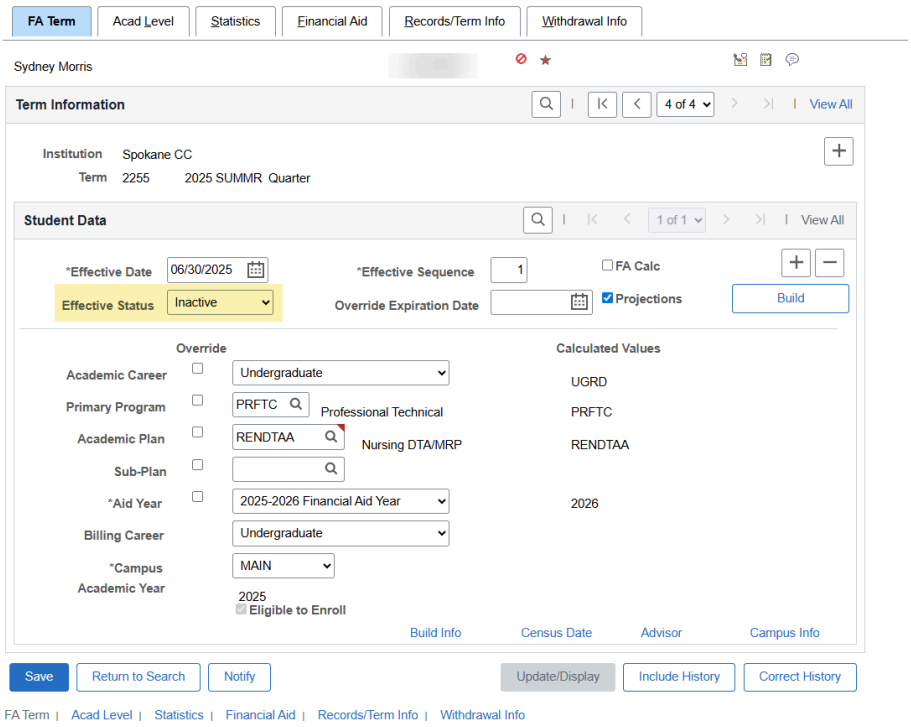
Special Program is missing

Navigation	Description
Financial Aid > Financial Aid Term > Maintain Student FA Term	**This message occurs for varying reasons to include, FA 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.**

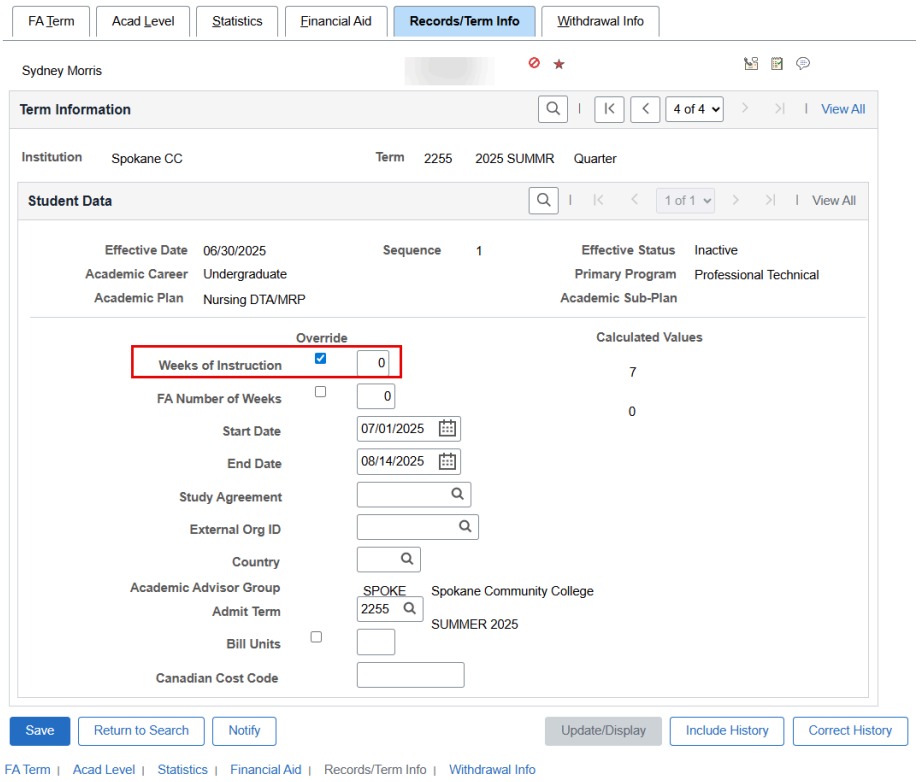
Begin the review at the **Maintain Student FA Term** page.

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*.

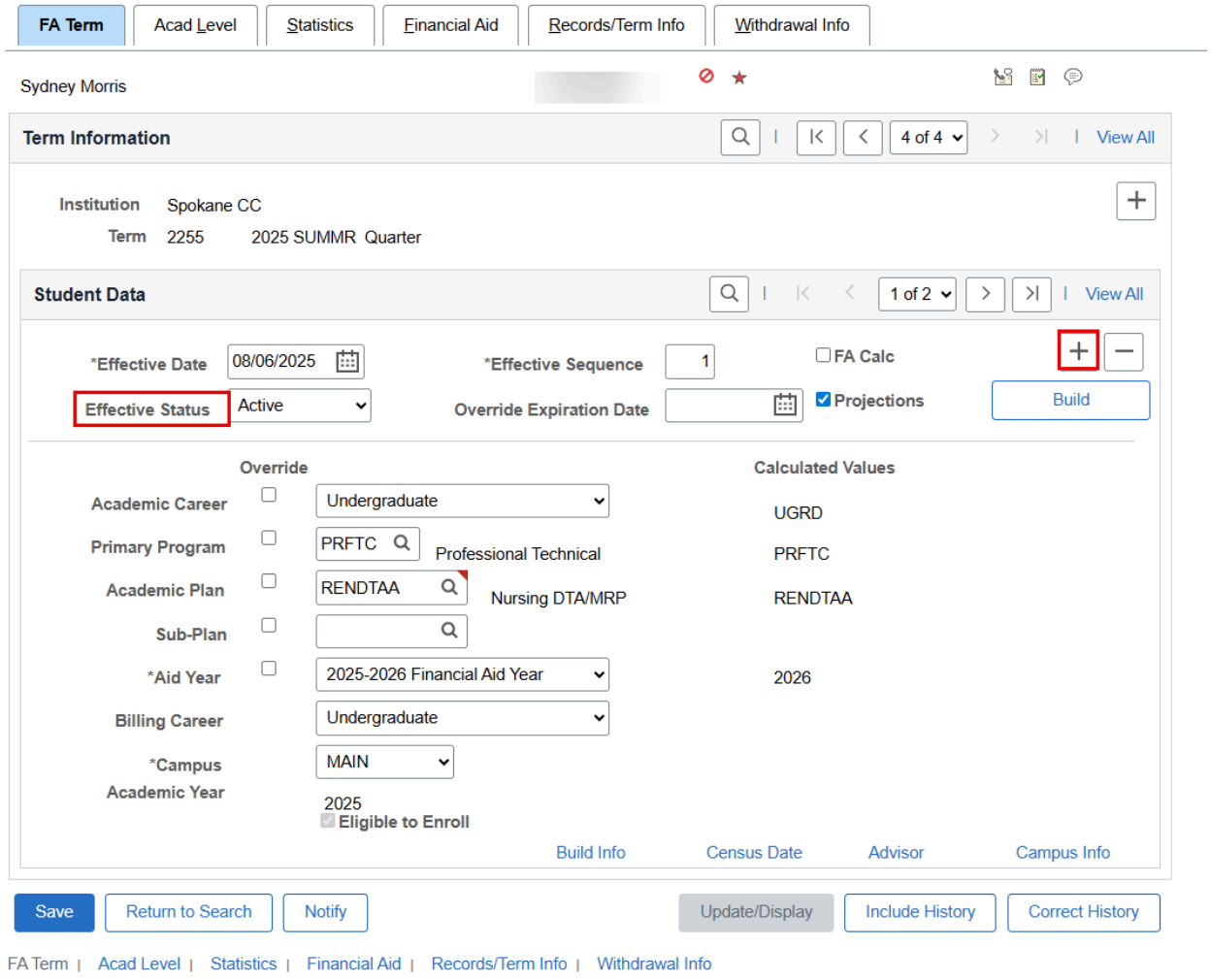


Select the **FA Term >> Statistics** tab. Review the **SULA Special Program** value: is it correct? Is it blank? This field is pulling from the **Academic Plan Table** set up page.



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

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

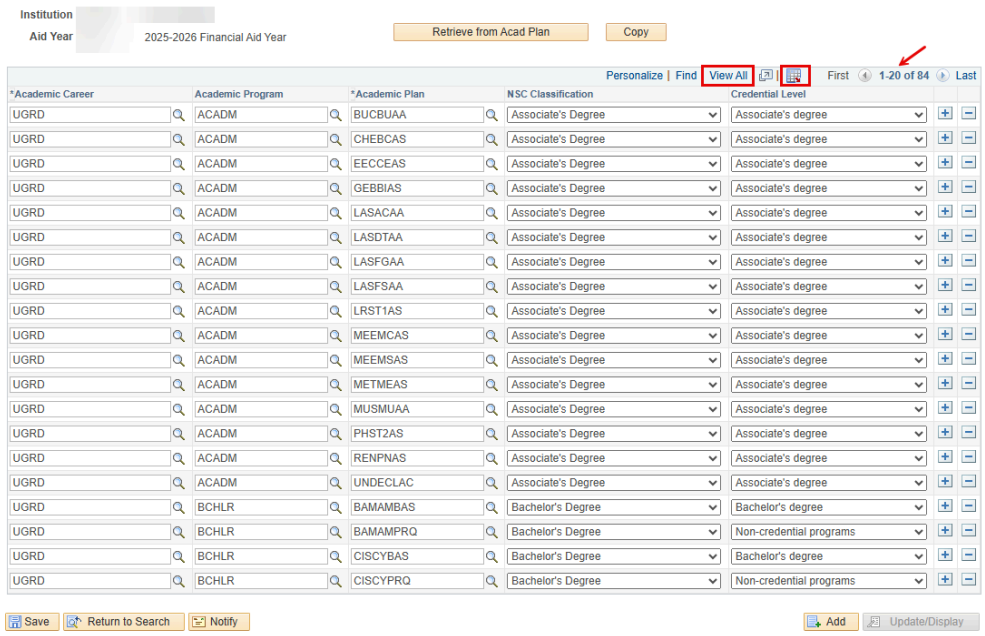


QRG: Building FA Term

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:



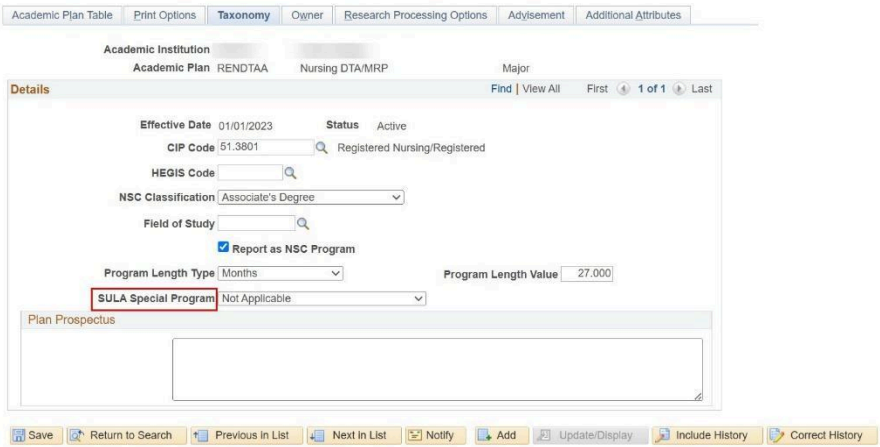
QRG: Reviewing the COD Credential Cross Reference Table

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:



Remember to do the Next Steps for the record to get out to COD.

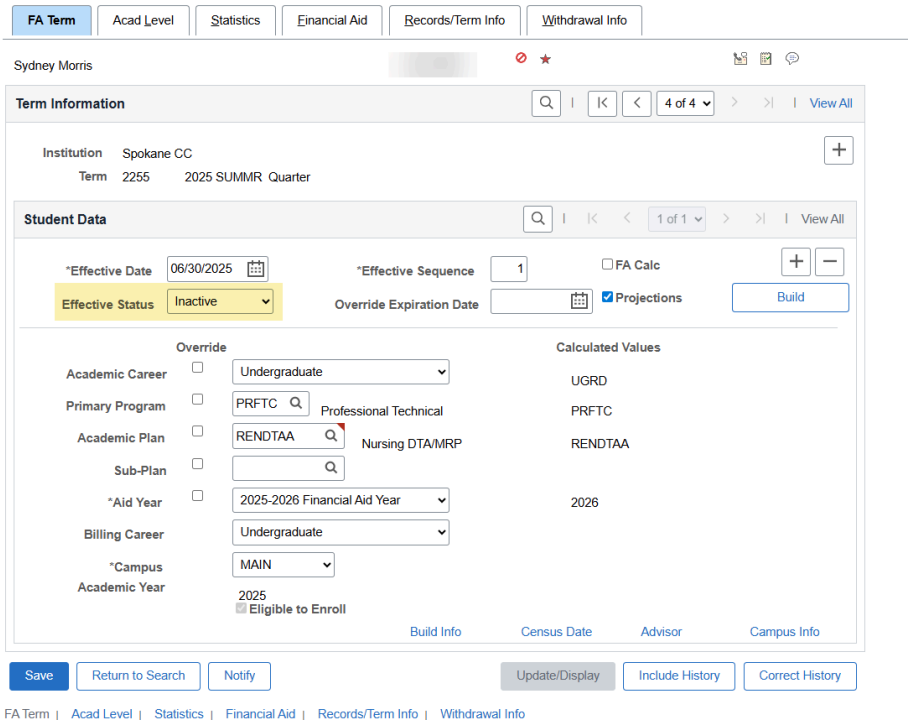
CIP Code is blank and/or CIP Code Year is missing

Navigation	Description
Financial Aid > Financial Aid Term > Maintain Student FA Term	**This message occurs for varying reasons to include, FA Term row is *Inactive*, Academic Plan is not listed on the COD Credential XRef Table, or the Academic Plan Table reflects *Inactive* and or *Effective Date* 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*.

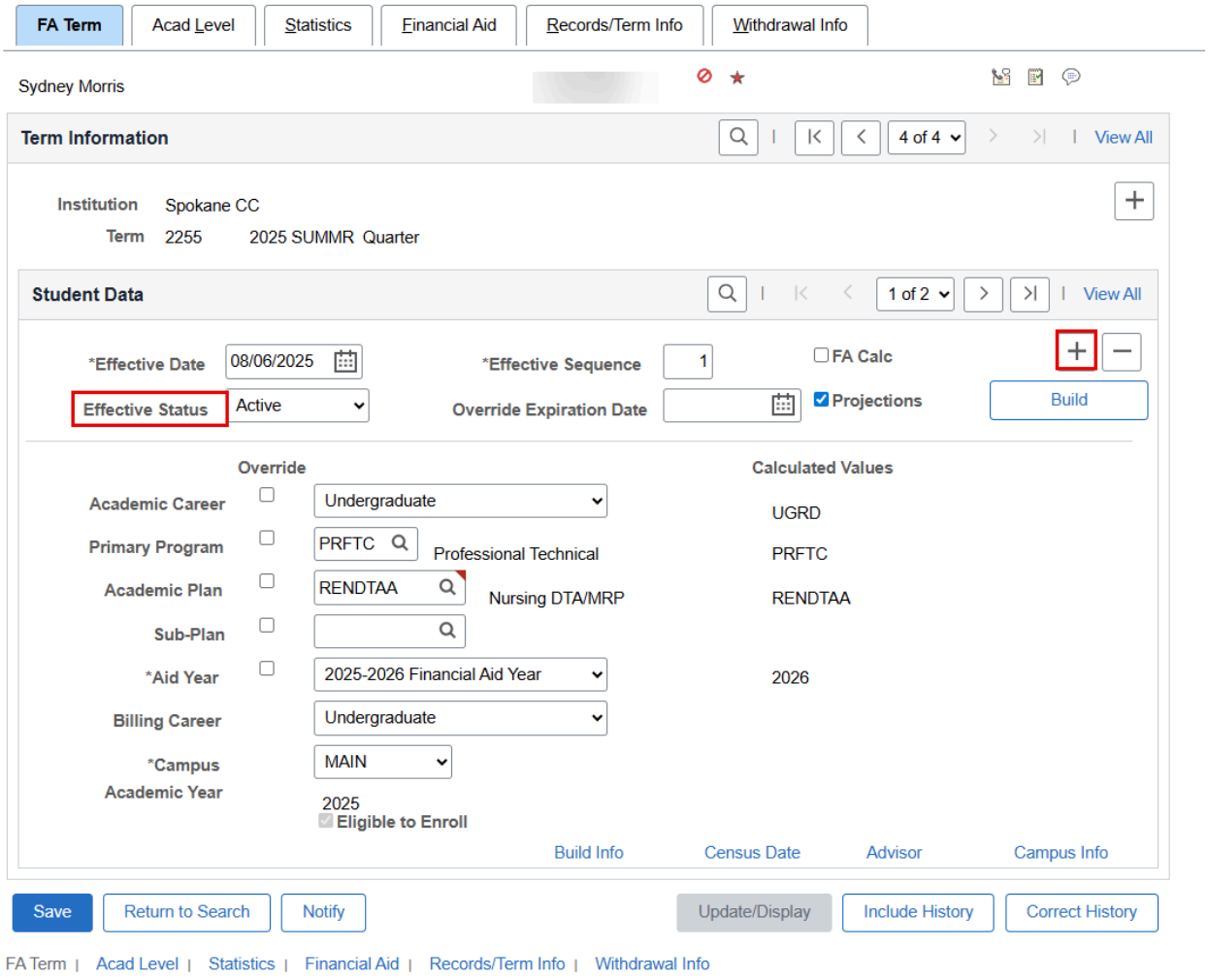
If the row is *Inactive*, this status is what is causing this Direct Loan Validation Error. The row must be *Active*.



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.

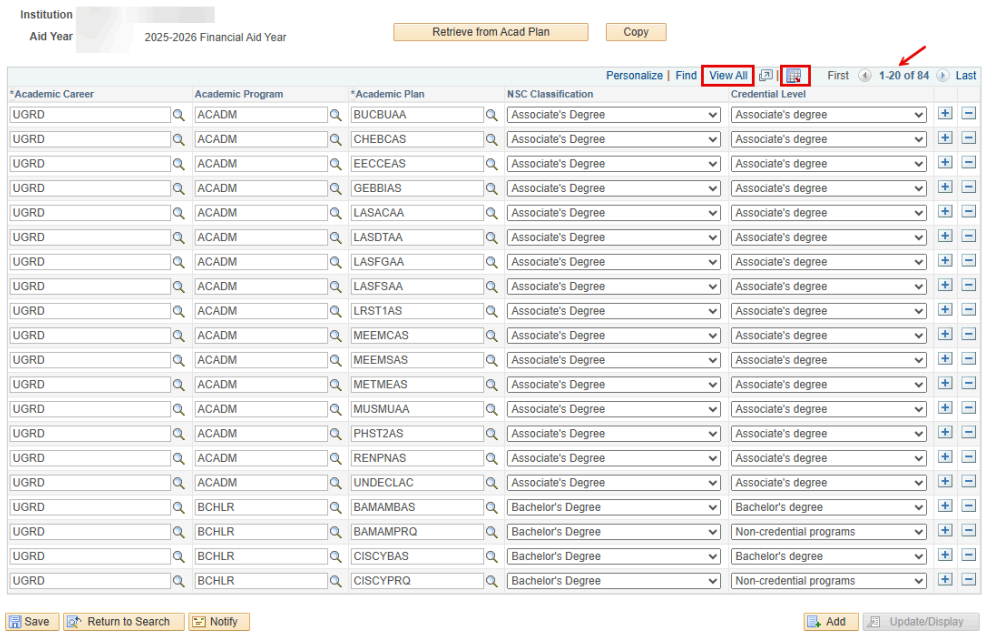


QRG: Building FA Term

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:



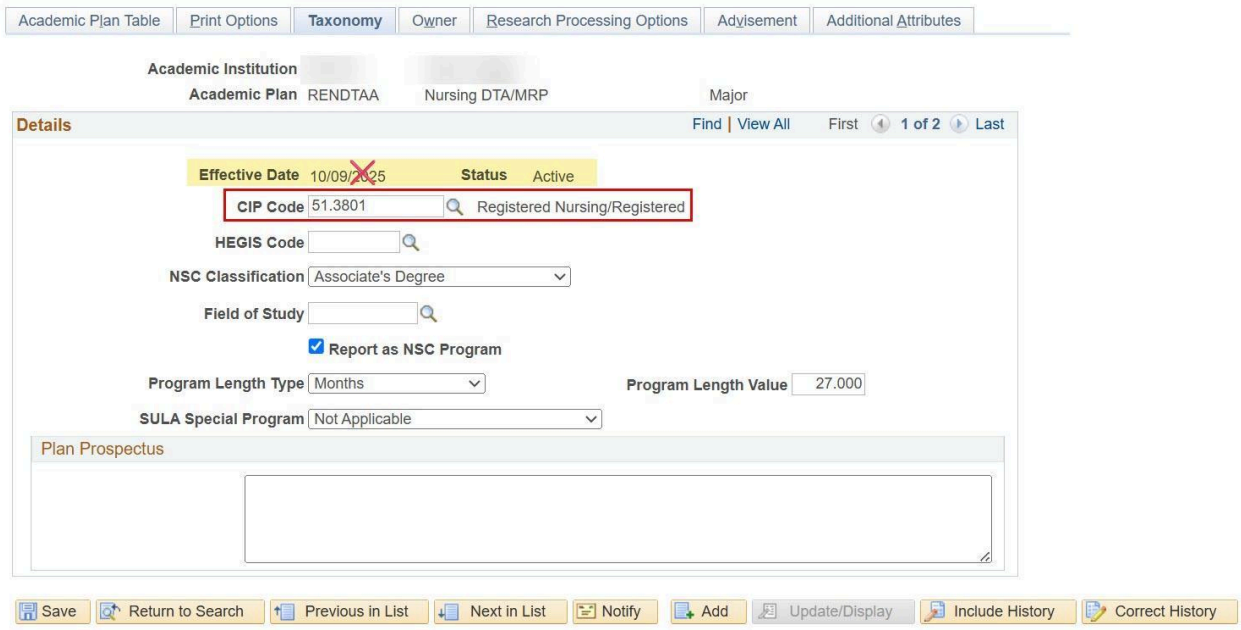
QRG: Reviewing the COD Credential Cross Reference Table

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:



If adjustments are necessary, remember to do the Next Steps for the record to get out to COD.

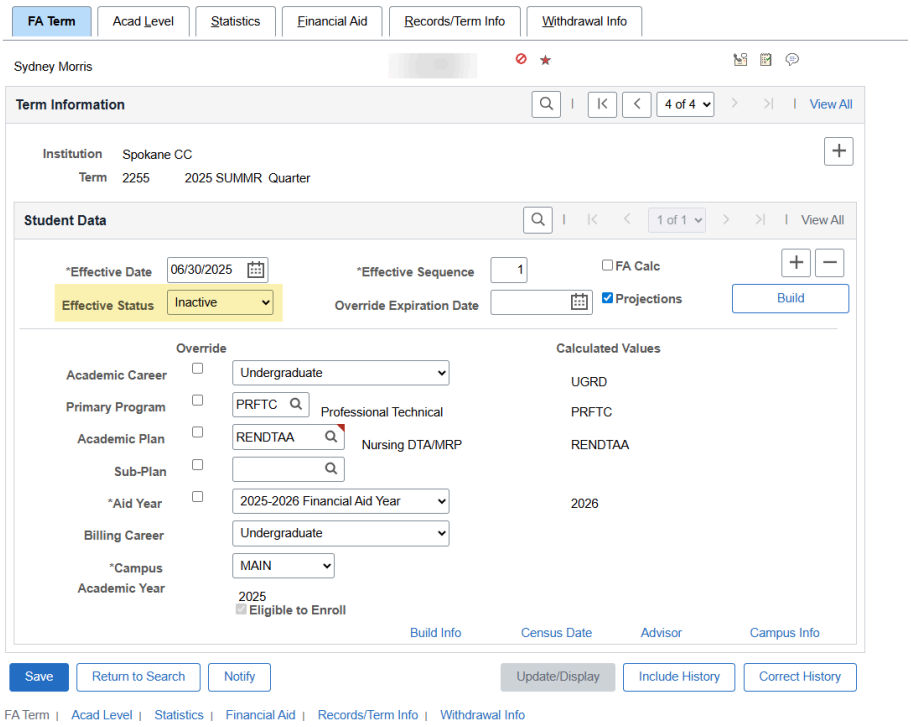
Credential Level is missing

Navigation	Description
Financial Aid > Financial Aid Term > Maintain Student FA Term	**This message occurs for varying reasons to include, FA Term row is *Inactive*, 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.

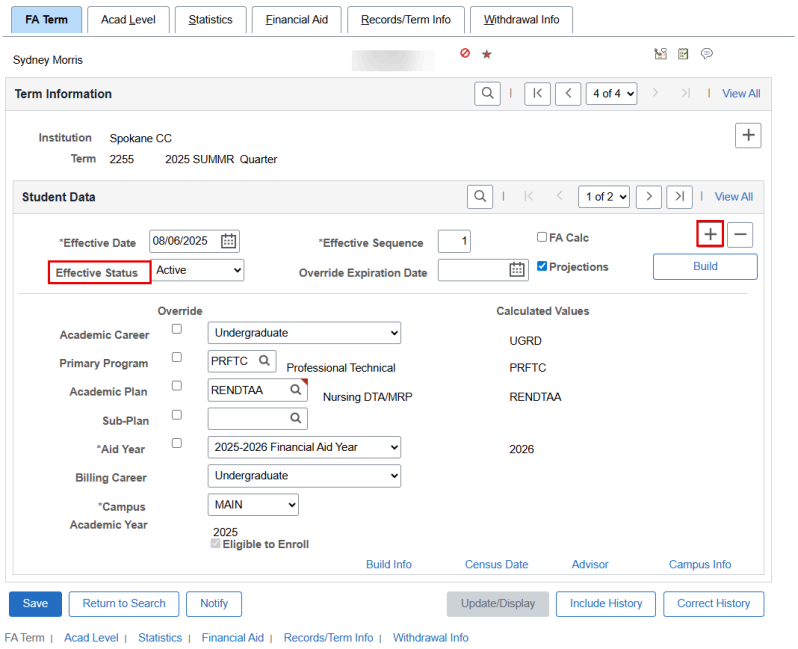
Check to see if the affected row's **Effective Status** = *Inactive*.

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*.

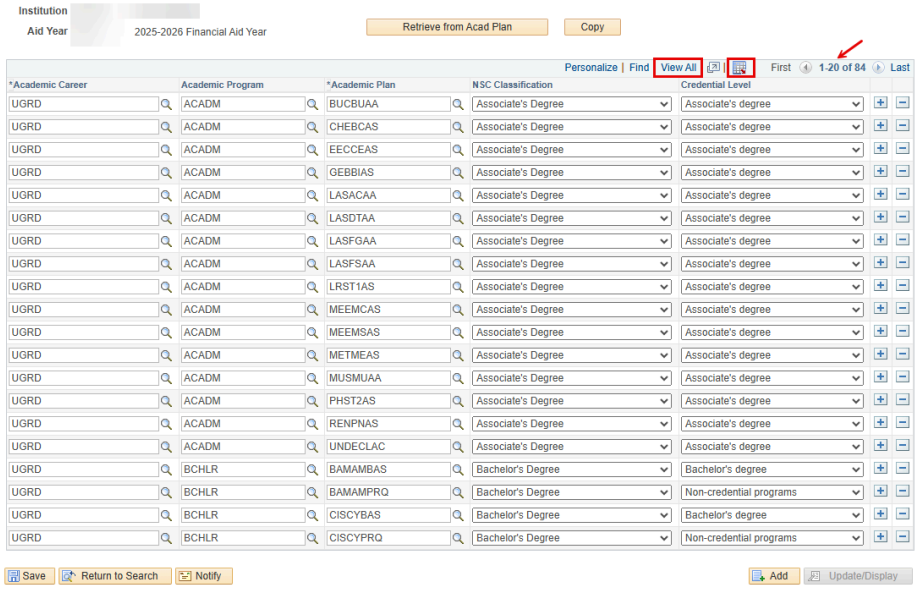
If it should be *Active* with current Enrollment Data, <u>insert a new row into the desired FA Term</u> and select the **Build** button.



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

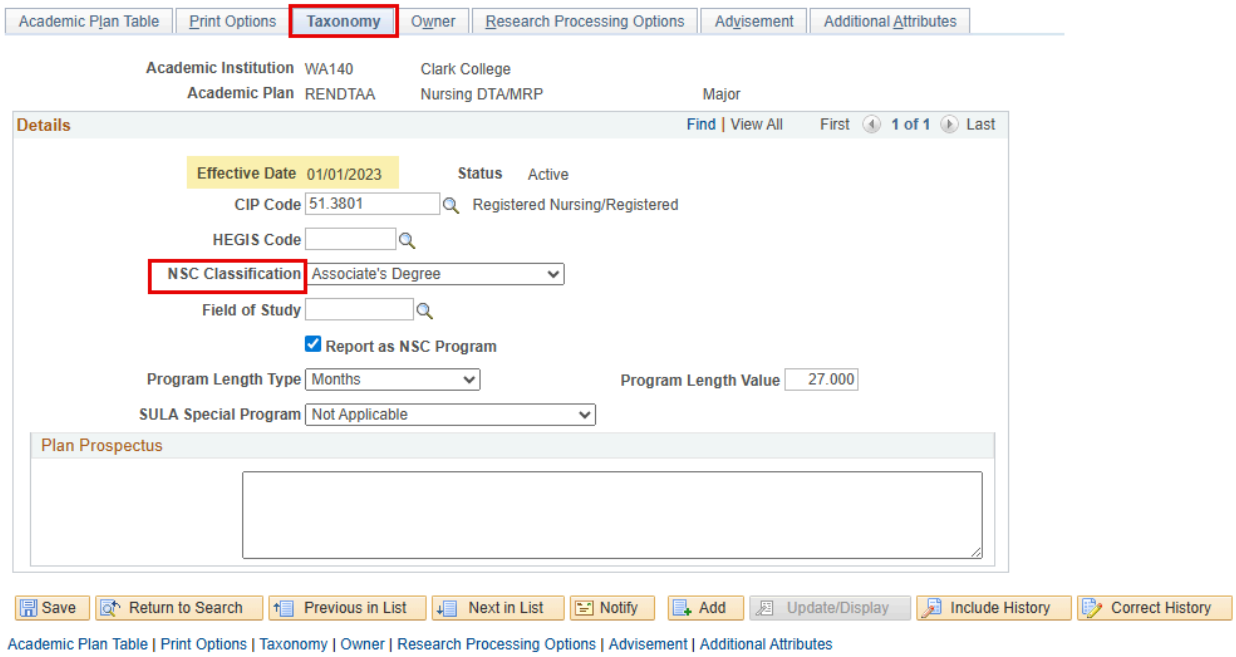
Additionally, check the **Academic Plan >> Taxonomy tab** and verify the **NSC Classification** value is reported correctly.

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



Remember to do the Next Steps for the record to get out to COD.

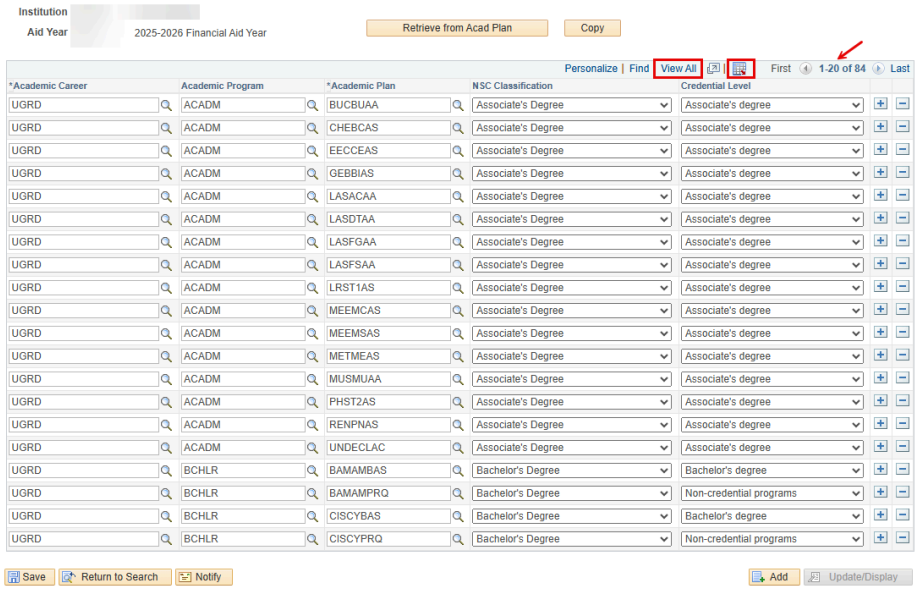
One or More Terms do not have Cred Lvl XREF setup

Navigation	Description
Financial Aid > Financial Aid Term > Maintain Student FA Term	**This message occurs when the Academic Plan is not listed 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

Remember to do the Next Steps for the record to get out to COD.

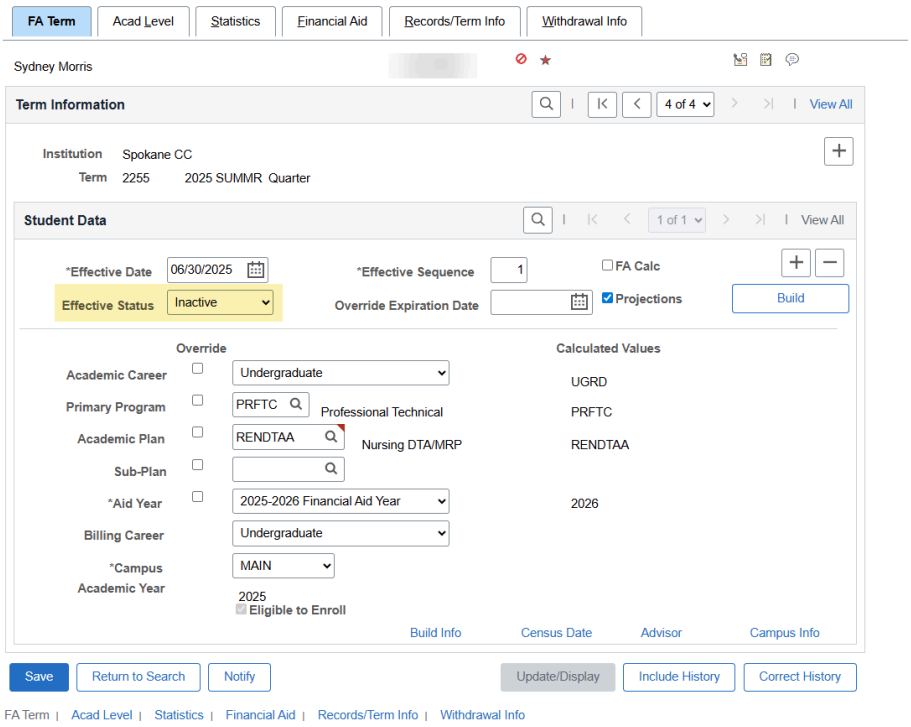
One or more Student Terms are inactive

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

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

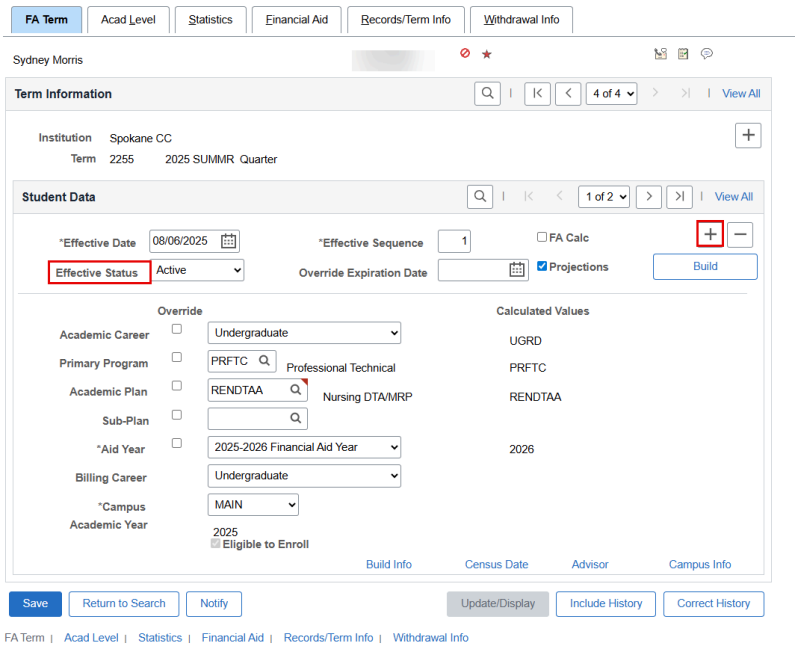
Check to see if the affected row's **Effective Status** = *Inactive*.

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*.

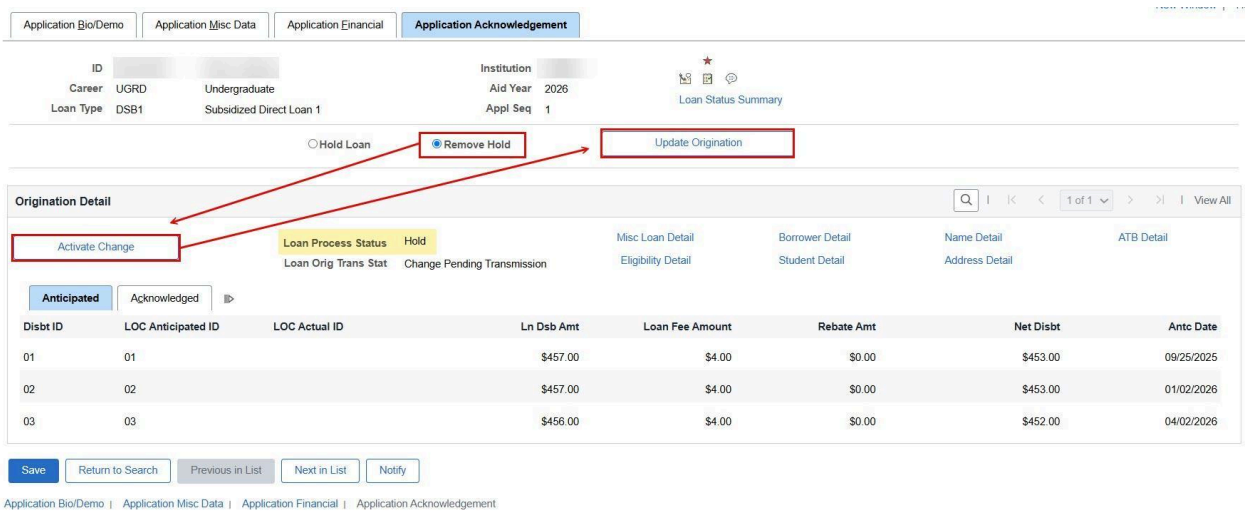
If it should be *Active* with current Enrollment Data, <u>insert a new row into the desired FA Term</u> and select the **Build** button.



QRG: Building FA Term

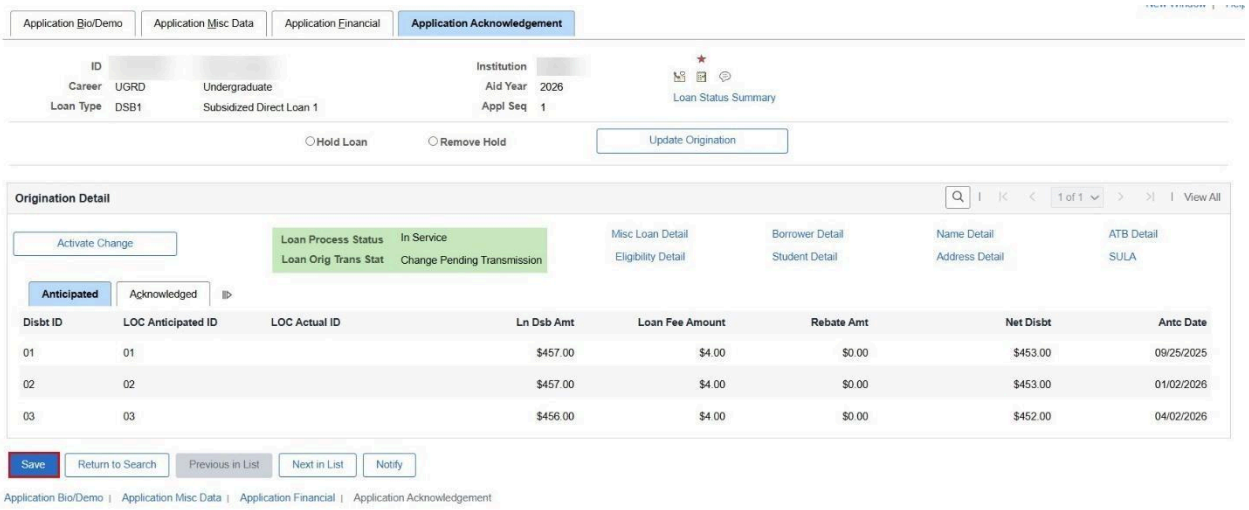
Next Steps – Manage Direct Loan Application page

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 Next Steps for the record to get out to COD.

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

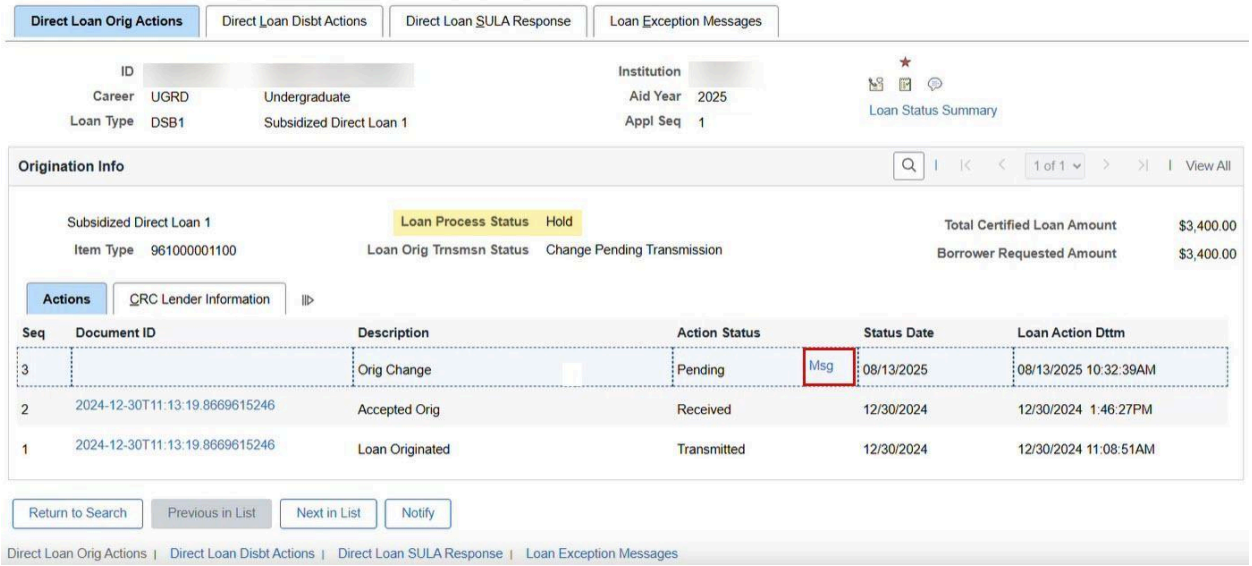
Change Skipped Actual Amt Exceeds Anticipated DSBx

Navigation	Description
Navigation: Financial Aid > Loans > Direct Lending Management > View Loan Processing Actions	Loan amount exceeds anticipated amount as reflected on Manage Direct Loan Application page or the student 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

Sequence 3 08/13/2025 10:32:39AM Orig Change
Document ID

Seq	Chg Field	Description	Chg Value	Chg Error	Msg	Description
1	S122	Academic Year End Date	20250807		Msg	
2	S126	Student E-Mail Address	@yvcc.edu		Msg	
3	S029	Loan Amount Approved	03400		Msg	
4	S039	1st Disb Anticipated Gross	01700		Msg	
5	S038	1st Disb Anticipated Date	20241227		Msg	
6	S049	2nd Disb Anticipated Gross	01700		Msg	
7	S048	2nd Disb Anticipated Date	20250321		Msg	

Return

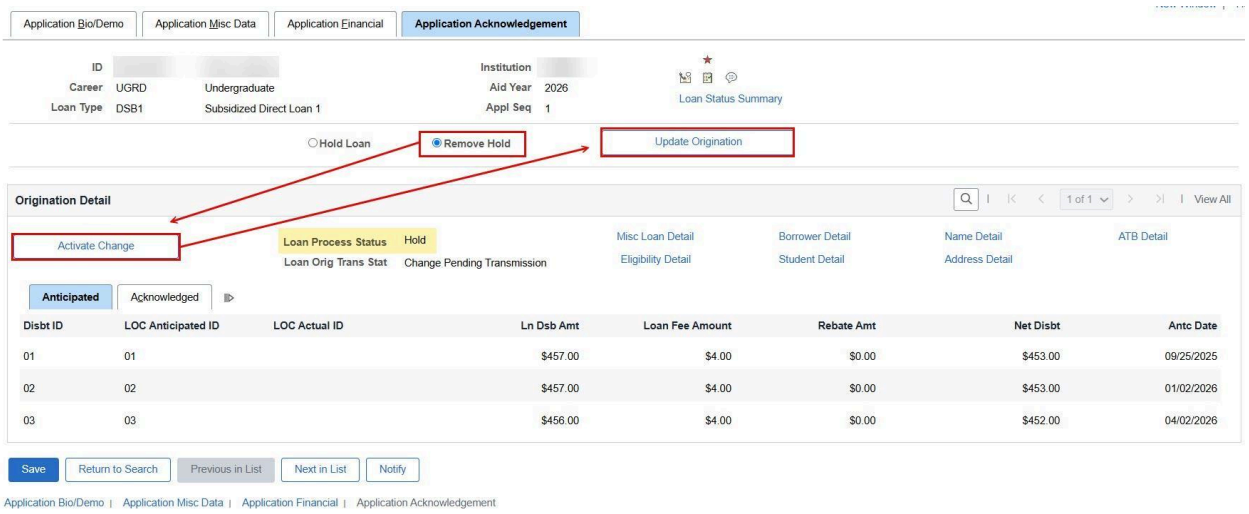
Next, navigate out to the **Hold/Suspend Change Data** page. **Financial Aid > Loans > Direct Lending Management > Hold/Suspend Change Data**

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.

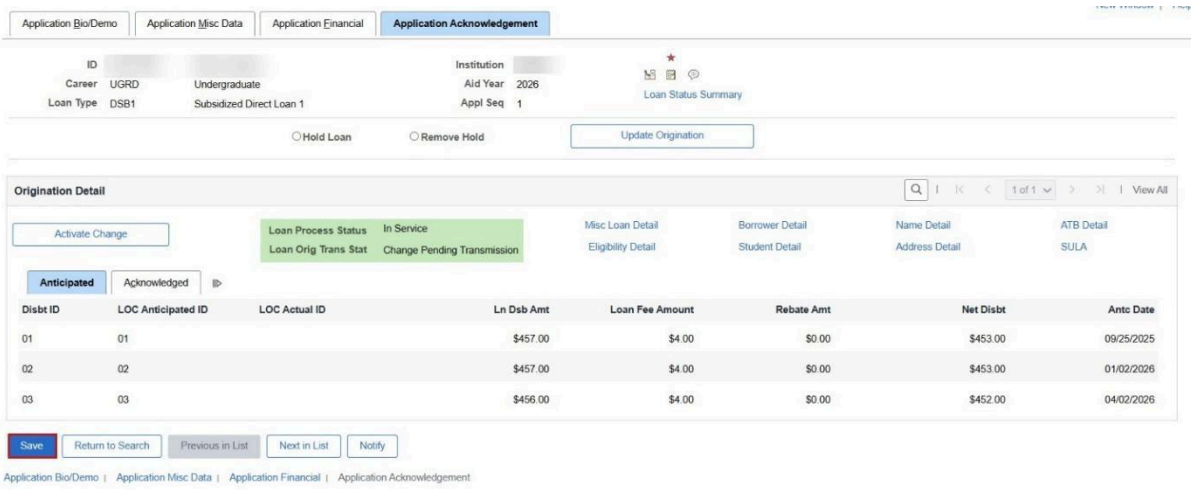
Next Steps – Manage Direct Loan Application page

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.

Remember to do the Next Steps for the record to get out to COD.

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

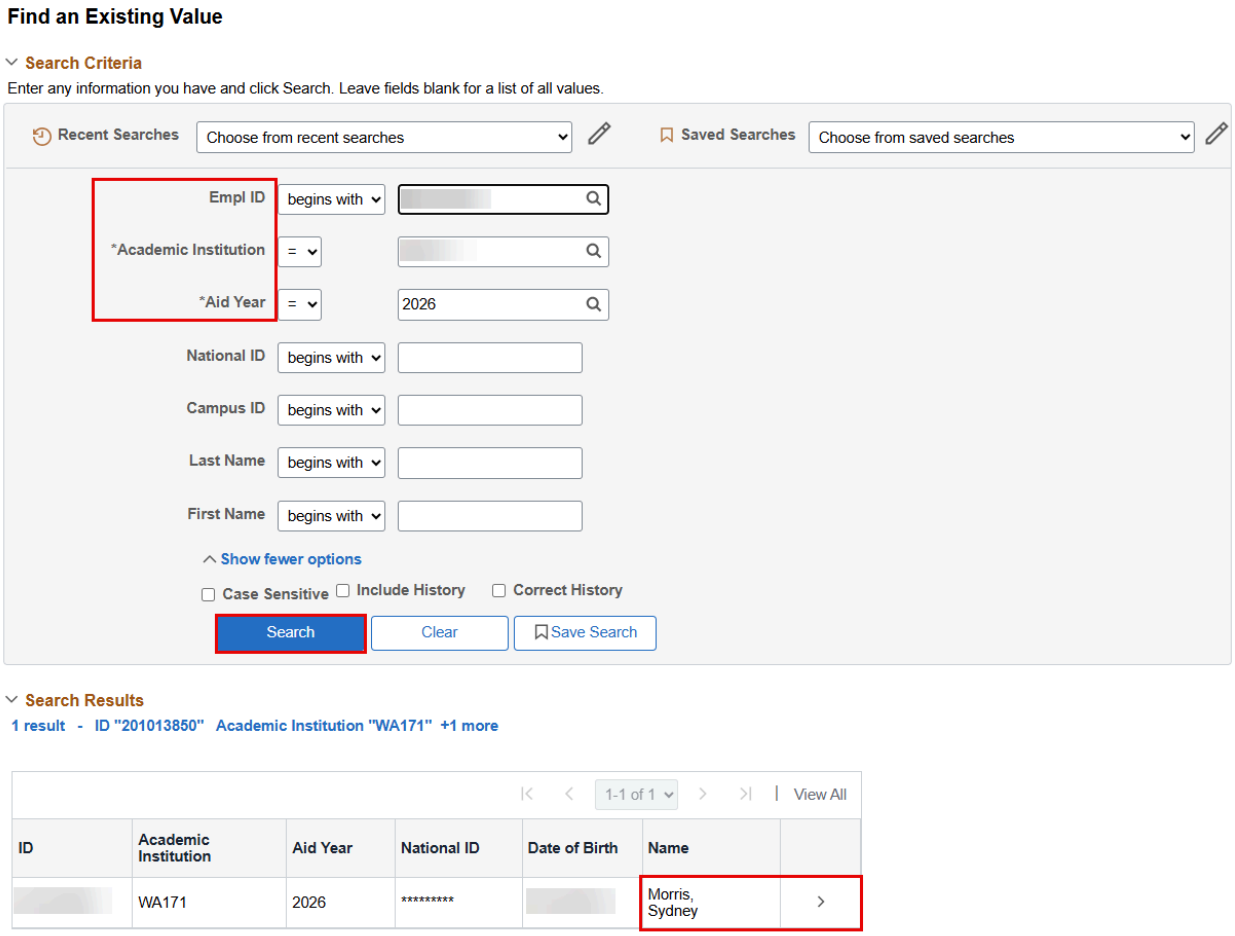
Enrollment Status is Invalid

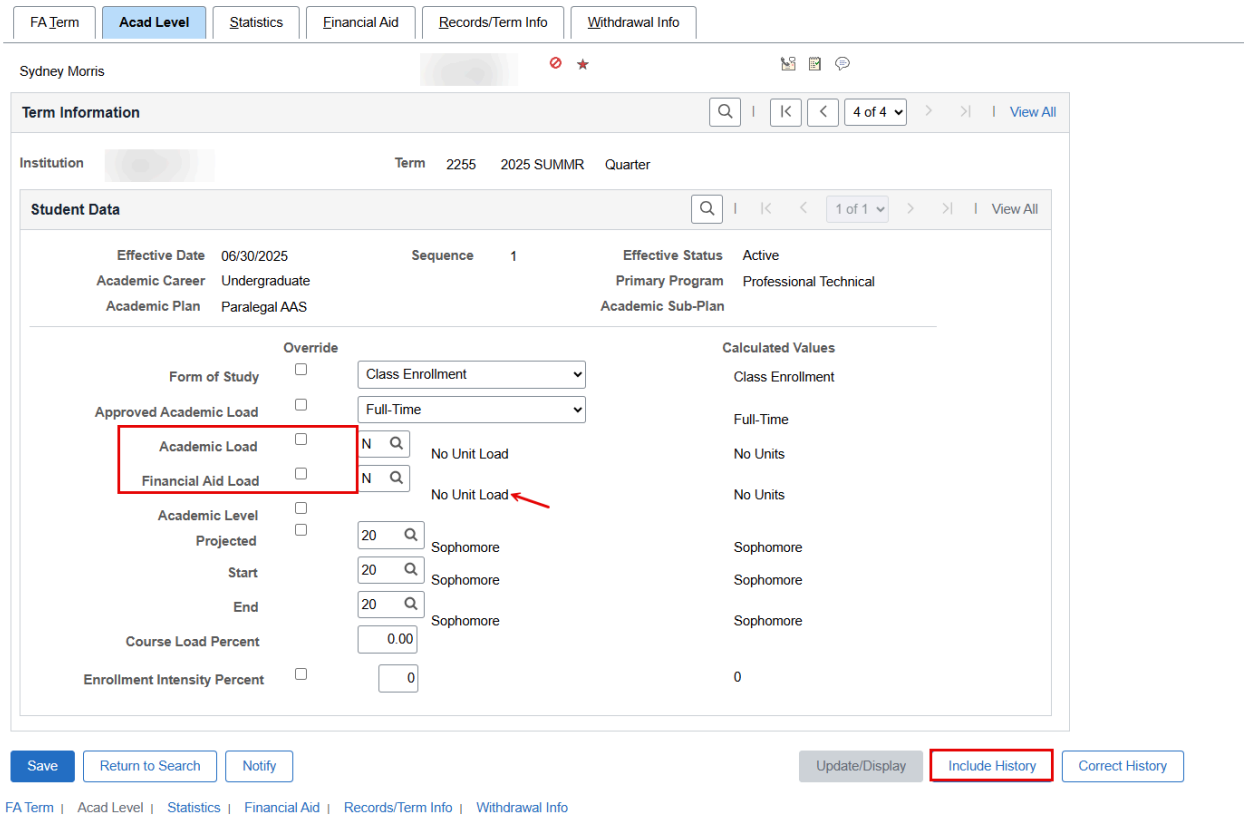
Navigation	Description
Navigation: Financial Aid > Financial Aid Term > Maintain Student FA Term	**Review the FA Term page and review the FA Load, Session Detail, and the Effective Dated row history**

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.

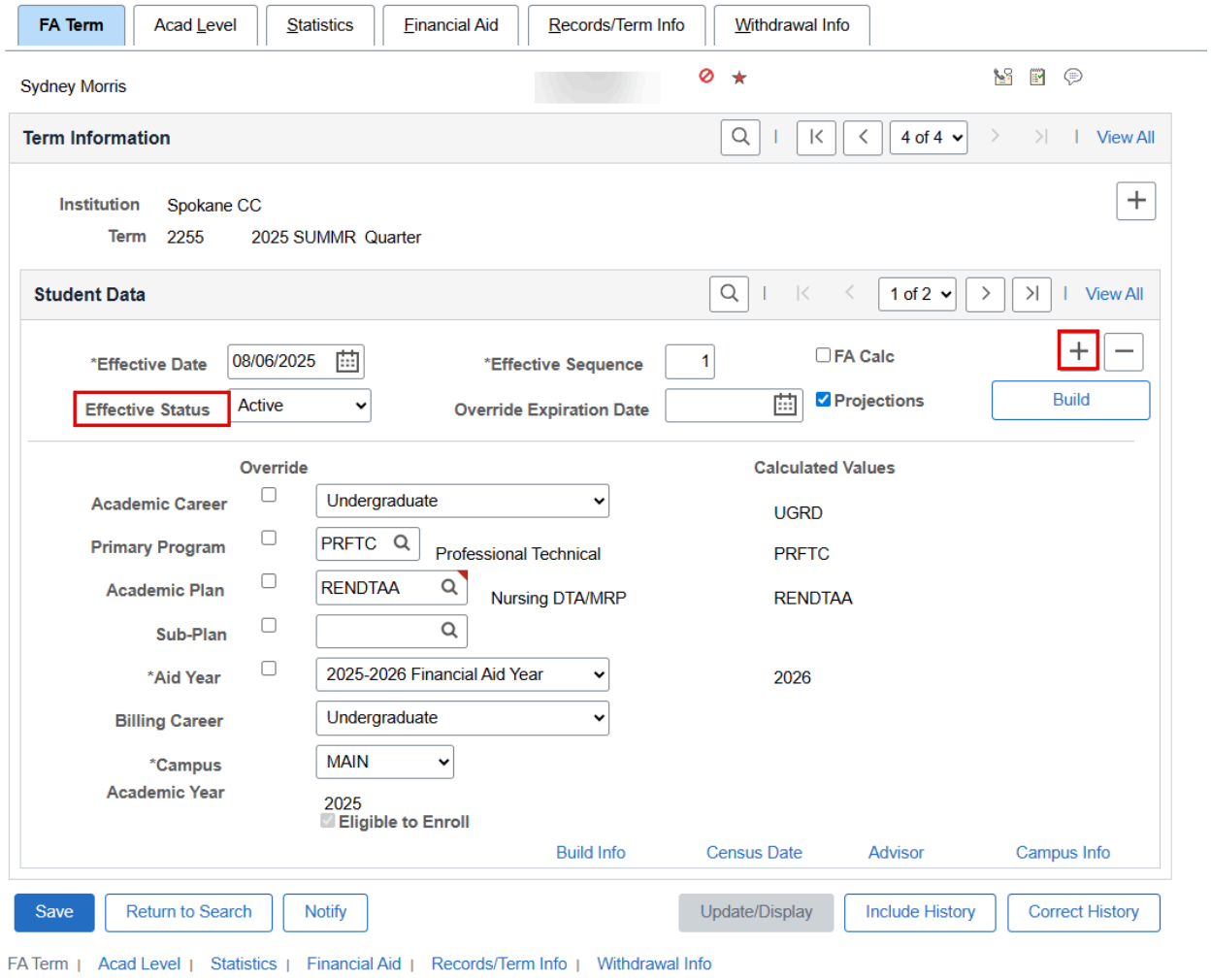
Select the record displayed in the **Search Results** row.


Find an Existing Value
Search Criteria
Enter any information you have and click Search. Leave fields blank for a list of all values.
Recent Searches
Choose from recent searches
Saved Searches
Choose from saved searches
Empl ID
begins with
*Academic Institution
=
*Aid Year
=
2026
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
Search
Clear
Save Search
Search Results
1 result - ID "201013850" Academic Institution "WA171" +1 more
1-1 of 1
View All
ID
Academic Institution
Aid Year
National ID
Date of Birth
Name
WA171
2026
****
Morris, Sydney

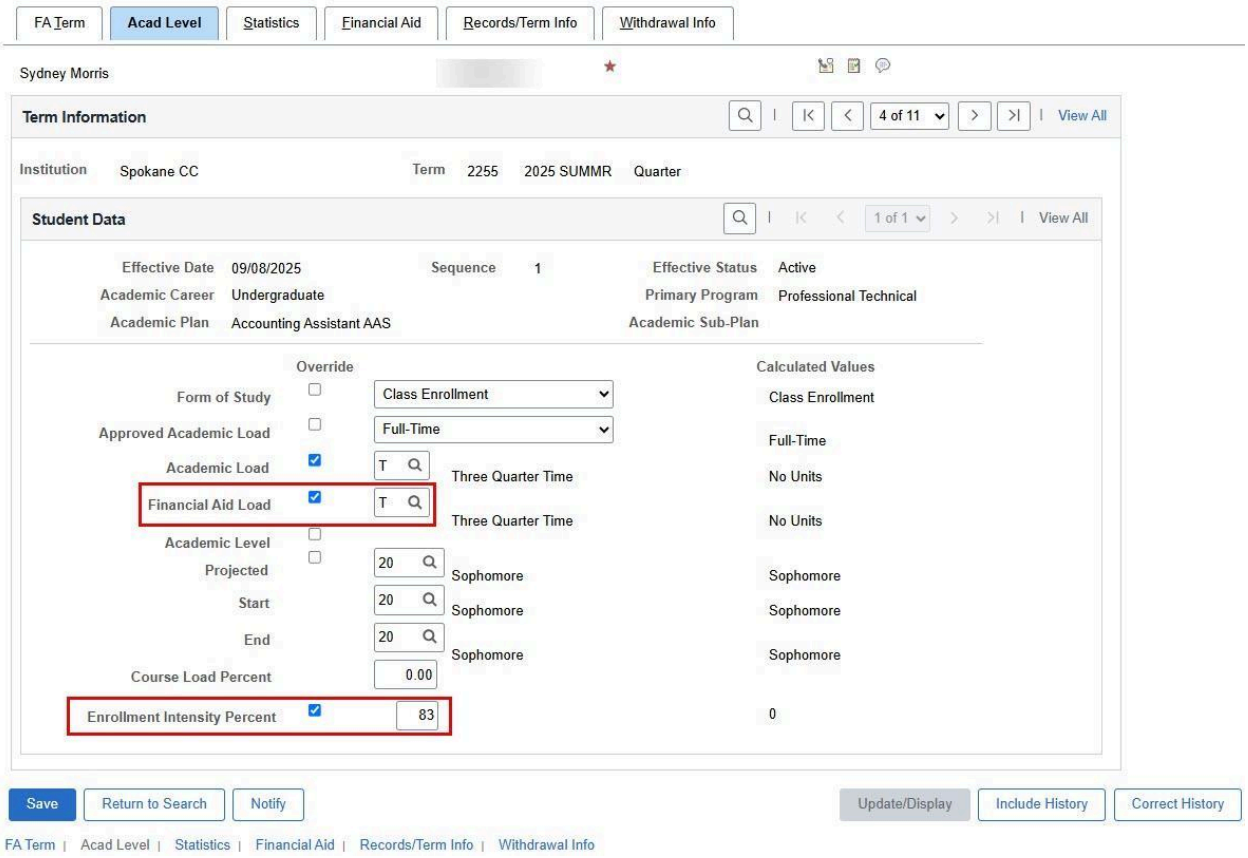


Resolution:

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**.



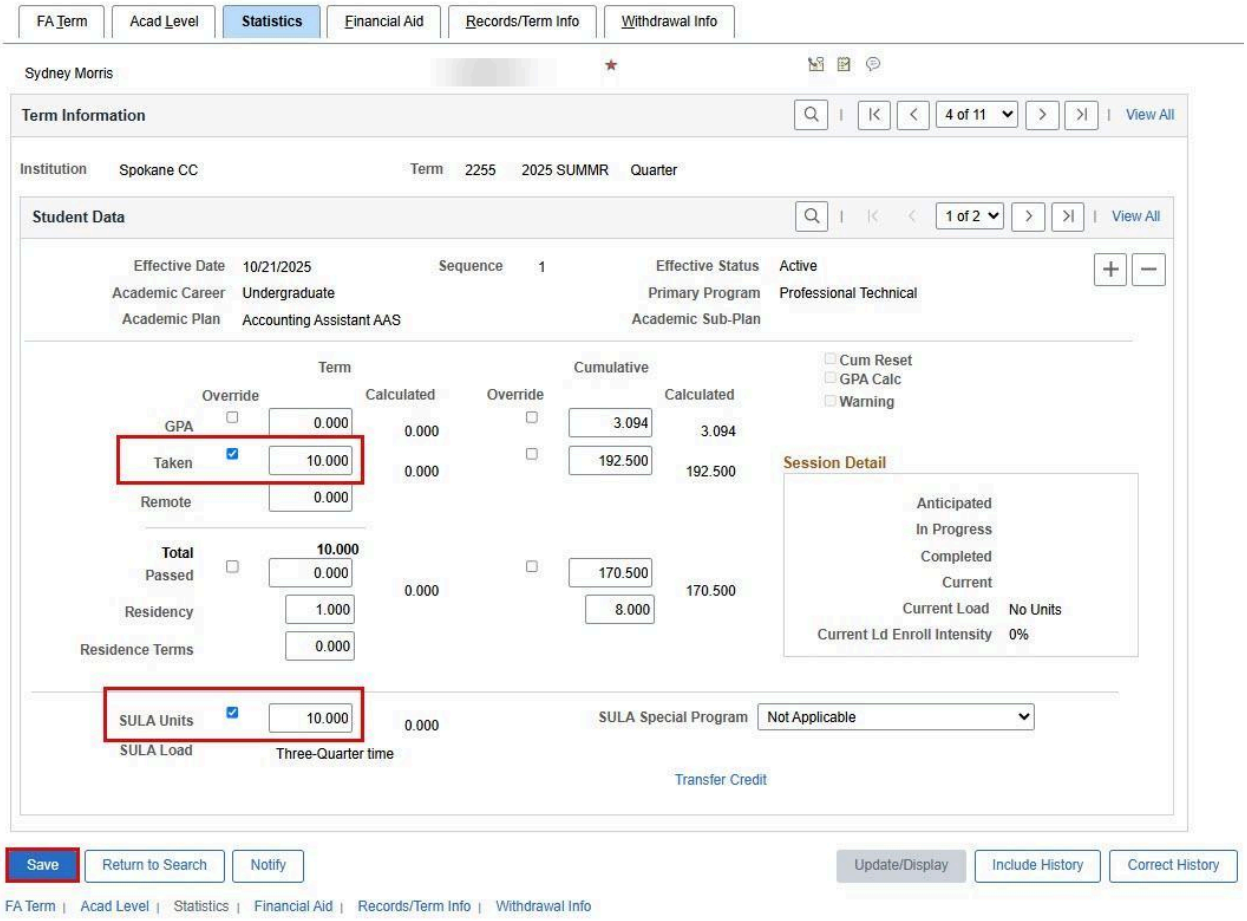
At the **Acad Level** tab, here is where you will override the **FA Load** and **Enrollment Intensity Percent** to the value the student was eligible for at the time of disbursement.



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.

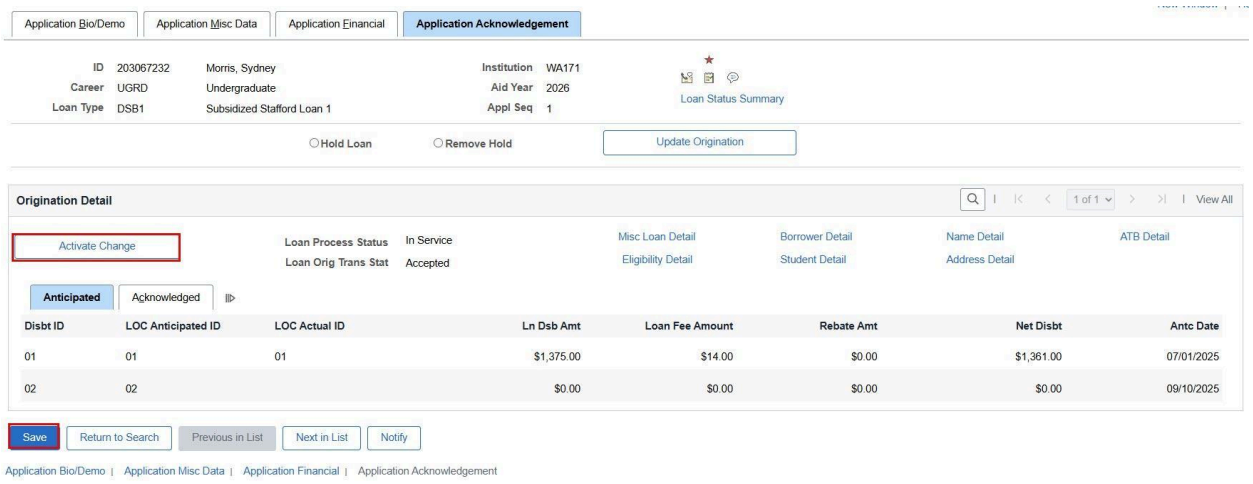
Remember to do the Next Steps for the record to get out to COD.


FA Term
Acad Level
Statistics
Financial Aid
Records/Term Info
Withdrawal Info
Sydney Morris
Term Information
4 of 11
View All
Institution Spokane CC
Term 2255 2025 SUMMR Quarter
Student Data
1 of 2
View All
Effective Date 10/21/2025
Sequence 1
Effective Status Active
Academic Career Undergraduate
Primary Program Professional Technical
Academic Plan Accounting Assistant AAS
Academic Sub-Plan
Term
Cumulative
Override
Calculated
Override
Calculated
Cum Reset
GPA Calc
Warning
GPA 0.000 0.000 3.094 3.094
Taken 10.000 0.000 192.500 192.500
Remote 0.000
Total 10.000
Passed 0.000 0.000 170.500 170.500
Residency 1.000 8.000
Residence Terms 0.000
Session Detail
Anticipated
In Progress
Completed
Current
Current Load No Units
Current Ld Enroll Intensity 0%
SULA Units 10.000 0.000
SULA Special Program Not Applicable
SULA Load Three-Quarter time
Transfer Credit
Save
Return to Search
Notify
Update/Display
Include History
Correct History
FA Term | Acad Level | Statistics | Financial Aid | Records/Term Info | Withdrawal Info

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. For disbursements, you do not have to select the Change to Origination button.

Select the **Save** button.



Remember to do the Next Steps for the record to get out to COD.

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

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