

FMS Production
Request Log for
October

Type of Call	Title	RequestorName	DateOpen	Date Closed	RequestDescription
Ad Hoc	Sallie Mai External Web Server Test Notes	Paula kline	November 2, 2001	November 2, 2001	<p>We activated the Java Console and tried to access the URL with a proxy server. Attached is a document with screen prints showing the errors we received. The first screen is the Details box, and the second page shows the Java Console messages. Any help you can provide would be greatly appreciated. Would like to discuss this in Monday's conference call if we have time at the end.</p> <p>We have another question also. Is JInitiator using HTTP, or another protocol on top of TCP/IP?</p> <p>Paula</p> <p>>>> "Kaywood, Todd (Contractor)" <Todd.Kaywood@ed.gov> 11/01/01 12:37PM >>></p> <p>Hi,</p> <p>We can discuss the information, but please realize it depends on what information I get from you as to how much we can help. Is your network administrators doing a "sniff" or "trace" on your connection attempts. That is what needs to be done to give us information on what is occurring when you don't connect. Please let me know.</p> <p>Can you give me a number today or tomorrow that we can call you at on Monday. Also I cannot locate your office number, can I get that one more time?</p> <p>We are on for 10 am Indy time (DC tie that is 9 am).</p> <p>Talk to you soon</p> <p>Call me if you need to.</p> <p>ThanksTodd</p> <p>-----Original Message-----</p> <p>From: PAULA KLINE [mailto:PKLINE@salliemae.com]</p> <p>Sent: Thursday, November 01, 2001 11:40 AM</p> <p>To: Todd.Kaywood@ed.gov</p> <p>Cc: AL DECASTRO; JIM KAUFMANN; WPARKER.FSHF3.FSHRS@salliemae.com</p> <p>Subject: FMS connection</p> <p>We are planning to activate the Java Console and see what detailed messages are displayed. Pending whatever info we learn, we will send any information on Exceptions to you as soon as we can on Friday. I would like to be able to review and discuss possible resolutions for these on <u>Monday morning before we end our conference call.</u></p>
Ad Hoc	Sallie Mai - Removal of user.	Karen wing	November 1, 2001	November 1, 2001	<p>Removal of user from sysem.</p> <p>EFFECTIVE IMMEDIATELY.</p> <p>Please remove Kim Walker from the list of individuals receiving notification of MGSLP's Form 2000 submission. Her e-mail address is kwalker@usagroup.com</p> <p>Also, please be advised that no information concerning MGSLP should be communicated to USA Group or Sallie Mae. As of October 15, 2001, they are no longer MGSLP's servicer of record. All correspondence should be directed to MGSLP directly, to the following contact.</p> <p>Karen Wing Fiscal Manager, Montana Guaranteed Student Loan Program PO Box 203101 Helena, MT 59620-3101 Voice 406-444-0360 Fax 406-444-1869 E-mail kwing@mgspl.state.mt.us</p> <p>Please let me know if you have any questions, or if there is any other communication I need to get to you concerning these changes.</p> <p>Thank you in advance for your help.</p> <p>Karen Wing</p>

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Ad Hoc	GA - Missouri user update	Leanne Cardwell	November 1, 2001	November 1, 2001	<p>Removal of user from Missouri GA.</p> <p>-----Original Message----- From: Leanne Cardwell [mailto:Leanne.Cardwell@MOCBHE.GOV] Sent: Thursday, November 01, 2001 2:43 PM To: 'OSFA GAR' Subject: change of personnel The financial contact for the Missouri Student Loan Program needs to be changed from Raye Ann Lecure (rayeann.lecure@mocbhe.gov <mailto:rayeann.lecure@mocbhe.gov>) to Leanne Cardwell (leanne.cardwell@mocbhe.gov <mailto:leanne.cardwell@mocbhe.gov> - additional contact information listed below). If this is not the appropriate way to make such a request, please let me know how to proceed. Thank you. Leanne Cardwell Missouri Coordinating Board for Higher Education 3515 Amazonas Drive Jefferson City, MO 65109 T: (573) 522-2367 F: (573) 751-6635 Leanne.Cardwell@mocbhe.gov <mailto:Leanne.Cardwell@mocbhe.gov></p>
Query	CFO Inquiry about 1-800 #	Spencer Saki	November 1, 2001	November 1, 2001	<p>Todd, Paul suggested to contact Help Line for FMS problems. I tried 800-433-7324. Is this correct? Its says that's a wrong number. Spencer Saki Director Accounting Division SFA/CFO, UCP 52H1 202-377-3430 Spencer_Sakai@ed.gov</p>
Query	DCL Lead Inquiry about FMS	Carrington, Cheryl	November 1, 2001	November 1, 2001	<p>Inquiry about DLC and FMS interaction.</p> <p>-----Original Message----- From: Carrington, Cheryl Sent: Thursday, November 01, 2001 4:57 PM To: Kaywood, Todd (Contractor); Heath, Cynthia Cc: McIntyre, Ada Ruth; Sakai, Spencer; Singleton, Shirley; Stonner, Paul Subject: RE: ACS New Security forms I need instructions explaining this form and the various Oracle responsibilities listed on the form. Procedures documenting the amount of time it takes to grant access. Where the form should be sent and who can signed off on it. Also, I need procedures on the FMS HELP Desk. I believe a tracking number should be assigned, requests should be given an expected response time and hours should be posted when the phones are going to be manned. I need points of contact for various issues involving FMS. For example, currently I have Ruth McIntyre for security and Todd Kaywood for FMS Help Desk. Having procedures in place would prevent request like the below from happening. Thanks, Cheryl</p>
Query	CFO Accounting peroid needing open	Spence Saki	November 1, 2001	November 1, 2001	<p>Request to open accounting period</p> <p>Hello FMS I am unable to create invoices for VFA-748. A message popped up stating "The date you entered is not in an open accounting period. Open the period in "AP Accounting Periods." Sherri</p>

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Bug Fix	Monthly / Quarterly report and not receiving e-mail alerts on the Monthly report for GA NE	Jill Hicks	November 6, 2001	November 6, 2001	<p>NE issue with getting correct year in annual files. -----Original Message-----From: Mittman, Judy Sent: Tuesday, November 06, 2001 2:11 PM To: Kaywood, Todd (Contractor); FMS OPERATIONS Cc: OSFA GARSubject: FW: FORMS2000 Problem Todd,I am forwarding this e-mail with attachments on Nebraska (731). Nebraska is having problem with been able to enter ata on the Monthly/Quarterly report and not receiving e-mail alerts on the Monthly report when it is submitted. Also ED is not receiving e-mail alerts when Nebraska submits the report. -----Original Message-----From: DeAnn Korinek [mailto:deannk@nslp.org] Sent: Tuesday, November 06, 2001 10:58 AM To: 'judy.mittman@ed.gov' Cc: DeAnn KorinekSubject: RE: FORMS2000 Problems -----Original Message----- From: DeAnn Korinek Sent: Tuesday, November 06, 2001 8:56 AM To: 'judy.mittman@ed.gov' Cc: Jill Hicks; DeAnn Korinek Subject: FORMS2000 Problems ISSUE #1: When I go into the "Monthly/Quarterly" Financial Report and enter the Fiscal Mon/Qtr as 12/2001, I get the error message shown below. This is the first time I have gone into FMS to complete my September report. At this time, I'm unable to complete our September submission. Note 3...The report for this period already exists as quarterly submission. You cannot create one as monthly submission. ISSUE #2: When JHICKS01 submitted our "Monthly" Financial Report for October (1/2002) on Friday, November 2, we did not receive the e-mail alert notifying us that the Department had received it. After my conversation with Judy, she also did not receive the e-mail alert. Please let me know if you need any further information. Thank you for your assistance in resolving these problems.</p>
Ad Hoc	CFO Batch building issue	Colene Peaks	November 2, 2001	November 2, 2001	<p>User had issue with system, Batch was wrong name. -----Original Message----- From: Peaks, Colene Sent: Friday, November 02, 2001 10:37 AM To: Deveraux, James; Kaywood, Todd (Contractor) Cc: Sakai, Spencer; Ramos, Frank Subject: SFA Treasury File Transmission Batch Name FL0309 I have been trying to build batch name FL0309 for the last hour. Please view the file for any possible problems and let me know the status. Thanks Colene Peaks SFA/CFO/Accounting e-mail: Colene_Peaks@ed.gov (202) 205-3207</p>
Bug Fix	GA's Annual Report for Fiscal Year ending 9/30/01	Sandra Simmons	November 1, 2001	November 1, 2001	<p>GA's Annual Report for Fiscal Year ending 9/30/01 issue with funds and in process. -----Original Message----- From: Simmons, Sandra Sent: Thursday, November 01, 2001 11:22 AM To: Kaywood, Todd (Contractor) Cc: Ramos, Frank; McKee, Barbara; Mittman, Judy; OSFA GAR; Simmons, Sandra; Magro, Tony; McCann, Brian; Deveraux, James; Hasan, Shakeel; Singleton, Shirley; Stonner, Paul Subject: EOFY SOA Loans in Repayment Data Importance: High FP should start receiving the GA's Annual Report for Fiscal Year ending 9/30/01. The loans in repayment (LIR) data generated by this Annual Report is the baseline for FY 02 processing. There are currently three agencies in the process of submitting the Annual Report and the data for that submission is appearing on their September SOA (end of FY 01). This should not be the case. First, as long as the report is "In Process" and not "Submitted" and not "Accepted" it should not have an impact on anything in the FMS system.</p>

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Ad Hoc	ACS Issue with DLC	Naik, Meena	November 2, 2001	November 2, 2001	<p>ACS Issue with payments in DCL. -----Original Message----- From: Naik, Meena [mailto:Meena.Naik@acs-inc.com] Sent: Friday, November 02, 2001 12:16 PM To: John Kim; Pat Brosius; Pete Cove; Richard Harsche; Todd Kaywood; William Roscoe Eller (E-mail) Cc: Olszewski, Dianne Subject: Existing Supplier Update Roscoe/Rick, Roscoe had mentioned yesterday that Rick is following up on change request issues forwarded earlier. While Dianne was trying to enter a supplier, she inquired on Supplier Summary DLS_OU screen for JING LI. Supplier Name and # 200337 came up and says Terms Immediate When she tried to open site there is no address for her to check and see if it is correct. She needs to be able to see the address on existing supplier and update if necessary. Dianne had not entered this supplier previously. It may be one of those several imported!! Thank you.Meena</p>
Ad Hoc	LEAP Issue with Performance Report	Carl Ackley	November 5, 2001	November 5, 2001	<p>Issue with accessing correct year with performance report. -----Original Message----- From: Kaywood, Todd (Contractor) Sent: Monday, November 05, 2001 8:13 AM To: 'cackley@hesc.com'; Chowbay, Ora Cc: Kaywood, Todd (Contractor); Gerrans, Greg; Singleton, Shirley Subject: LEAP Questions Ora, Please call Carl Ackley at NY Leap Agency, his number is 518-473-7454. He needs to have a question answered about his data in the form. Thanks Todd Kaywood</p>
Ad Hoc	ACS Responsibility issues	Harsche, Richard	November 5, 2001	November 5, 2001	<p>Review of user access to system issue -----Original Message----- From: Harsche, Richard (Contractor) Sent: Monday, November 05, 2001 11:08 AM To: Singleton, Shirley; McIntyre, Ada Ruth Cc: Kaywood, Todd (Contractor) Subject: ACS Access - Pat Brosius Shirley and Ruth, I spoke to Pat Brosius this morning, and she said that she currently only has SFA DLS Vendor User access. I understand from talking to her that she was given this access temporarily to support a need to view addresses, SSNs and Names for invoices for her duty as Invoice Manager. Do we know what accesses ACS will ultimately have, and the timeline for these changes? ThanksRick</p>

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Ad Hoc	CFO user access to more levels	Bill Marks	November 5, 2001	November 5, 2001	<p>CFO user needed more access to FMS.</p> <p>-----Original Message----- From: Marks, William Sent: Monday, November 05, 2001 1:43 PM To: Kaywood, Todd (Contractor) Cc: Singleton, Shirley Subject: FW: GL Oracle users</p> <p>Todd, please take the necessary steps to provide FFEL GL User access to Shawna Jordan who works in AD. Thanks. If you are not the person responsible for providing access, please forward to the appropriate staff. Thanks.. Bill</p> <p>-----Original Message----- From: Jordan, Shawna Sent: Monday, November 05, 2001 1:24 PM To: Marks, William Subject: GL Oracle usersWilliam.</p> <p>I request to have access to Oracle GL Users to run the second part of the Treasury Confirmations. Thanks, Shawna Jordan202-377-3420</p>
Query	CFO request to bounce concurrent manager	CFO	November 6, 2001	November 6, 2001	CFO request to bounce concurrent manager
Ad Hoc	Updated CFO user with new FMS access.	david yang	November 6, 2001	November 6, 2001	<p>Updated CFO user with new FMS access.</p> <p>-----Original Message----- From: Kaywood, Todd (Contractor) Sent: Tuesday, November 06, 2001 8:51 AM To: Kaywood, Todd (Contractor) Subject: CFO - FFEL DCS</p> <p>Added super user and fed admin for david yang</p>
Ad Hoc	LEAP Performance Report	Ramon Basa	November 1, 2001	November 1, 2001	<p>Leap performance issue - Ramon Basa [RaymonB@nmcnet.edu]</p> <p>Hi Todd, Thanks for sending our institution your FMS Help Desk. FYI, we have not completed the Performance REPORT for 2000-2001 because our college did not receive any funding for the year in question. Are we still require to complete the Report or wait until the following year since we have receive funds for this current year under the program eventhough it's not much. I would appreciate your advice as soon as possible. My contact number is 1-670-234-5498 ext. 1527 Our OPE ID NO. 03033000 Thanks.</p>
Ad Hoc	PELL user creation in FMS	Steve Smith	November 1, 2001	November 1, 2001	<p>PELL user creation and contact lead for group.</p> <p>Todd: There are approximately 40 Pell users, including users in Pell Operations, Pell Systems, and at ACS (the Pell subcontractor). I currently have the security forms for Pell Operations (approximately 10 forms). Jana reportedly is working on the forms for Pell Systems and ACS. Thanks, Steve</p>

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Ad Hoc	OK, GA New user addition	Debra Scarberry	November 1, 2001	November 1, 2001	<p>GA needed new users added and updated user to FMS system.</p> <p>Need to advise of updated GA 740 info and request an ORACLE signon/password See attached updated GA information file. I will be sending to you Mr. Rick Sykora's completed Security form. Can I fax a copy and then follow up with the original. If yes, which fax # should I send the form? You will notice that I have once again notified you of Ms. Mary Mowdy as our Interim Exec Director. You should have on file, Ms. Mowdy's security form. You will also notice that I have removed Rick Edington and replaced with Rick Sykora. Again, we will need an ORACLE signon/password for Mr. Sykora and will be forwarding to you his completed security form. Can we expect the password/signon after you receive/approve the security form? Debra Scarberry <<Form 2000GA Information.xls>> OGSLP Accounting Manager (405)234-4319 Phone (405)234-4391 Fax dscarberry@ogslp.com</p>
Query	ED Budget Services access to enter data in the system	Paul Stonner	November 1, 2001	November 1, 2001	<p>Need to get ED Budget Services access to enter data in the system.</p> <p>ED Budget Services access to enter data in the system ASAP. Per Jim's request late Friday -- we are required now to allow Budget Service to enter the budget information directly into FMS. Jim wants them to have the ability to enter what they need to and only have view access to that data. This is a requirement for us or Budget will no longer provide us funding. Please advise as to who I need to see and how to proceed. Thanks! Paul</p>
Ad Hoc	Make a VBS (outside of the FMSS G/L) adjustment	Julie V. Bryant	November 2, 2001	November 2, 2001	<p>Make a VBS (outside of the FMSS G/L) adjustment Per conversations with Keith Ingram and Cathy Nocera here is what I believe we need to do: Create an entry that will DR 4901 and CR 4450 for the difference in budgetary and proprietary payables to reflect the amount of anticipated collections as of 9/30/01. I spoke to Margo and she informed me we can not post any entries in a collection project with a DR 4901. This would prevent us from creating the entry in FMSS. She said we could however do an entry in VBS where they are running the financial statements from.</p> <p>Adj has to be made asap in order to prepare fin sttmnts and FACTS II by ocof</p>
Ad Hoc	Larry Kean Director, Budget Execution Coordination Staff - Larry Kean Access	Larry Kean	November 2, 2001	November 2, 2001	<p>Needed to create a user for Larry Kean from Big ED Larry Kean Director, Budget Execution Coordination Staff - Larry Kean Access</p>
Ad Hoc	Shantharaj, Madhusudan Team Access	Shantharaj, Madhusudan	November 2, 2001	November 2, 2001	<p>FMS Team needed access to system. I have security request forms (for 4 team members) that have to be signed by Shirley Singleton. She wanted me to co-ordinate this with you. I can hand over the forms to you if you let me know where you sit or if you can direct me to Shirley's location in the Bldg. I can drop off the forms and collect it later from her. I am in 830 LL Cube 504. Phone# 202-962-0663. This is a critical item for us since we have to get these forms in quickly. Please let me know how to proceed as soon as possible. Thanks, Madhu</p>

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Ad Hoc	LEAP user had issue with accessing performance report.	carol_muka	November 5, 2001	November 5, 2001	<p>LEAP user had issue with accessing performance report.</p> <p>Ora, Per our conversation, I can get into the FMS system for LEAP/SLEAP and reach the Navigator screen. However, when I try to access the performance report or Form 1288, I receive the following message: You are not permitted to access this screen. Please contact your system administrator. This is also the case for Dennis Levy (LEAP/SLEAP Contact) and Scott Freedman (Admin Contact). We attempted to reach someone at the FMS Help Desk (1-800-433-7327) yesterday and last week but had to leave messages both times. Thank you for any help you can provide. Carol</p>
Query	CFO Accounting period needed open.	Sherri Morton	November 1, 2001	November 1, 2001	<p>Request to open accounting period</p> <p>Hello FMS I am unable to create invoices for VFA-748. A message popped up stating "The date you entered is not in an open accounting period. Open the period in "AP Accounting Periods." Sherri</p>
Ad Hoc	Request from DLC Lead in CFO to get training and system change.	Cheryl Carrington	November 5, 2001	November 5, 2001	<p>Request from DLC Lead in CFO to get training and system change.</p> <p>In addition to making the changes requested below (i.e., adding addresses to the Invoice Register and using the SSN as the primary key) , I would like someone who is familiar with FMS Oracle Operations to work onsite in Rockville. On October 11, I saw firsthand the how much the ACS Staff needed to have a FMS Oracle Support person on the premises. Having a member of FMS Oracle Operations on hand to help answer questions and work with system delays should improve the number of manual refunds being completed and approved. Thanks, Cheryl Carrington SFA/CFO/Accounting Division 202-377-3415</p>
Bug Fix	KY LEAP issue notes	Ora chowbay	November 1, 2001	November 1, 2001	<p>More notes on KY leap issue</p> <p>We have identified the cause of the error messages you received from the system when completing the LEAP/SLEAP Performance Report. Apparently, your agency has submitted the information twice. We need to know which of those reports matched the spreadsheet you sent yesterday, and we will delete the incorrect report. If neither matches, the data will need to be deleted and entered manually. Please let me know as soon as possible so that we can proceed accordingly. Thank you. Ora Chowbay</p>
Ad Hoc	NEW GA User	Keith Buehlam	November 1, 2001	November 1, 2001	<p>Distrubuted security form to new GA user for CA. Keith, I have attached the security form you will need to have your user fill out and fax back to FMS Operations within SFA. Please also email when you do fax these back, could you also include a brief explanation why you need to get them access. Thanks, please call me if you have any questions. Todd Kaywood 202-377-3023</p>

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Ad Hoc	KY Leap Information	Mark Wells	November 1, 2001	November 1, 2001	<p>More information in regards to LEAP performance issue with KY</p> <p>Todd, In this case, there are multiple issues. As initially submitted the data from Kentucky did not generate the errors that Mark Wells refers to in his email. User JMCCORMI updated the Kentucky 2000-2001 Performance Report modifying the data for the Income Level \$40,000 and Over, in Section C - LEAP Expenditures by Income Level - All Student Recipients. In addition, all the SLEAP data was erased. When user JMCCORMI updated the data in the performance report a second record was somehow created and subsequently submitted. It was actually on the second record that the comparison edits between Section A, Section B and Section C in Part II fail and the comparison edit between spending and award amount fail. I have not been able to duplicate this problem in INT1. I cannot create two records for the same award year for a single state. I recommend verifying with Kentucky that the data as originally submitted is correct; to delete the second record from the database and to modify the program to ensure that multiple records for the same state and award year cannot be saved or submitted. It might also be a Constance</p>															
Ad Hoc	Sallie Mai Issue	Paula Kline	November 1, 2001	November 1, 2001	<p>FMS external web access issue / test. We are planning to activate the Java Console and see what detailed messages are displayed. Pending whatever info we learn, we will send any information on Exceptions to you as soon as we can on Friday. I would like to be able to review and discuss possible resolutions for these on Monday morning before we end our conference call.</p>															
Ad Hoc	ORA Chowbay request for FMS access	Ora chowbay	November 1, 2001	November 1, 2001	<p>Todd: I have to sound like an airhead, but I may have already completed this form and I may already have access. I will fax it to you just in case we are talking about different systems. Thanks. Ora</p> <p>-----Original Message----- From: Kaywood, Todd (Contractor) Sent: Wednesday, October 31, 2001 12:08 PM To: 'deleongo@theeb.state.tx.us' Cc: Gerrans, Greg; Chowbay, Ora; Singleton, Shirley; Herron, Constance; Kaywood, Todd (Contractor) Subject: LEAP Form</p> <p>Hi, Here is the form we talked about, please fill it out and fax it back to me at your convenience. I can create your ID and Password and then call you and show you how to access the system. Call me if you have any questions Thanks Todd Kaywood 202-377-3023</p>															
Ad Hoc	CFO Schedule Approval issue	Colene Peaks	November 1, 2001	November 1, 2001	<p>CFO issue with Schedule number and approval. Hi, Tobbs schedule #FLED020002 was created but I can not confirm it. Please fix the problem so that I can confirm the check payment. Please open the accounting period for November. Thank.</p> <p>-----Original Message----- From: Mittman, Judy Sent: Friday, October 19, 2001 11:10 AM To: Peaks, Colene; Hong, Candice; Sakai, Spencer; Yang, David Cc: OSFA GAR; Basso, Peter Subject: 711 DC Zero Payments Approved</p> <p>Colene, I have created check invoices and approved four zero payments for 711 DC for the following:</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Check Amount</th> <th>Deposit Ticket No.</th> </tr> </thead> <tbody> <tr> <td>08/01</td> <td>249.20</td> <td>292986</td> </tr> <tr> <td>09/01</td> <td>1,087.52</td> <td>292979</td> </tr> <tr> <td>10/01</td> <td>602.72</td> <td>1,690.24</td> </tr> <tr> <td>11/01</td> <td>1,436.96</td> <td>292988</td> </tr> </tbody> </table> <p>Colene, give Peter a call on the zero payments. Thanks. Judy 377-3328</p>	Month	Check Amount	Deposit Ticket No.	08/01	249.20	292986	09/01	1,087.52	292979	10/01	602.72	1,690.24	11/01	1,436.96	292988
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Query	FTP Automation meeting With Sallie Mai	Todd Kaywood	November 6, 2001	November 6, 2001	Confernace call with Sallie Mai to review FTP process and devloperment effort for automation.
Ad Hoc	LEAP KY - issues with performance report	Mark Wells	November 5, 2001	November 5, 2001	<p>LEAP agency had issue with creating preformance report, then they duplicated the report twice in the system.</p> <p>I've spoken with Todd Kaywood today in regards to the LEAP/SLEAP Performance Report. Upon trying to submit the performance report I received several messages pertaining to the submitted data. I received messages indicating that the amounts from Part II Section A did not equal the sums of Part II Sections B and C for both the Dependent and Independent sections. This note was incorrect as the totals did equal the sums. I also received note that KHEEA did not use all of the money alloted and would be deobligated \$57,000. Again that note was incorrect as KHEEA spent well beyond the allocated amounts. Todd suggested I submit the report through the website, notify Greg Gerrans of the error messages and also send the Excel report. Dr. McCormick, our Executive Director, will be completing the Certification and sending that immediately. Please let me know if there is anything else we need to do. Thanks.</p> <p><<KentuckyPerformRptLEAPSLEAP.xls>></p> <p>Mark Wells KHEEA SFA Advisor, State Grant Programs 1050 US HWY 127 SOUTH FRANKFORT KY 40601 1-800-928-8926 FAX (502)696-7345 e-mail MWELLS@KHEEA.COM</p>
Ad Hoc	1-800 number directed to Todd Kaywood number & desk	FMS Operations	November 27, 2001	November 27, 2001	<p>Hi Wayne,</p> <p>Please use this number for the 1-800-433-7327 Option 3 routing. 202-377-3023</p> <p>We would like to change the message / label for option 3 to the following....</p> <p>Financial Management System Help Desk for Student Financial Aid</p> <p>Thanks for all you help, please let me know when I can test the number.</p> <p>Todd Kaywood 202-377-3023</p>
Query	Sallie Mai User Id issue	Paula Kline	November 6, 2001	November 6, 2001	<p>Updated user Id for Sallie Mai</p> <p>-----Original Message----- From: PAULA KLINE [mailto:PKLINE@salliemae.com] Sent: Tuesday, November 06, 2001 10:35 AM To: Todd.Kaywood@ed.gov Cc: KIM WALKER; WAYNE PARKER Subject: New VPN & Oracle Signons</p> <p>It was brought to my attention yesterday that the following signons are no longer available: PGOODIN1(723)PGOODIN2 (800)</p> <p>Due to Pam's departure from the company, I understand the need to remove her access. Pam had given Wayne and I authority to use her signons to do the FTP for Maine and USAF. Since her signons are no longer available, I need a signon for FTP use for Maine and USAF. Wayne and I discussed this need in past months, and I am now requesting a sign on to be created for our FTP needs. Please let me know what I need to do for this. It will need to be established by Nov 30.</p> <p>Kim Walker is the person who performs Pam's fedrpt duties. She informed me that she had a signon(s) established last fall, but doesn't know the id/password information. Can you please provide it to her? She will need this information before the end of November for both Maine and Usaf in order to check status of their forms, etc. Please contact her if she needs to provide additional information.</p> <p>Thanks, Todd. Paula Kline317-595-1481</p>

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Ad Hoc	Payment files issues with DLC	Peaks, Colene	November 16, 2001	November 16, 2001	<p>To: Peaks, Colene Cc: 'Pat.Brosius@acs-inc.com'; Kaywood, Todd (Contractor); Kundapur, Prasanth (Contractor) Subject: RE: ME2338A Payment files issues with DLC It appears that the invoice batch has a combination of both LO Pay Group and LC Pay Group records. Therefore, we need to create two separate payment files for this particular invoice batch. The first payment file (LS LO Pay Group / LS_LO_DOC) should be labeled ME2338A and should include the 106 payments. Please continue the process and confirm this payment file. Afterwards, please create another payment file (**LS LC Pay Group / LS_LC_DOC**) and label it ME2338B. This (LC) payment file should pick up the remaining 18 payments. Should you have any questions, please contact myself or Prashanth. Thank you.ohn -----Original Message-----From: Peaks, Colene Sent: Friday, November 16, 2001 11:31 AM To: Kim, John (Contractor)Cc: Pat.Brosius@acs-inc.com'; Kaywood, Todd (Contractor); Kundapur, Prasanth (Contractor)Subject: FW: ME2338A John, I cancelled ME2338, created batch name ME2338A, the file now has a dollar amount of \$100,668.44 and a payment count of 106. It should reflect \$108,443.46 and 124 payments.</p>
Bug Fix	FMS SAND environment was replaced by FMSA	Tom Koonce	November 16, 2001	November 16, 2001	<p>Subject: SAND Environment This past weekend, the SAND environment was replaced by FMSA, an instance used for troubleshooting DL and afterwards for AR development. This move was based on SAND's limited use, based on observation, versus the cost of providing a dedicated instance. If anyone requires access to a SAND-like environment, the training environment (TRNM) will support a limited number of users. Please contact Rick Harsche if you need access. Note that this environment's availability will be determined by the training schedule. I apologize for the late notice.Tim KoonceAccenture Global ACT - Storage, Database, and Platform Technologies</p>
Ad Hoc	GA Cal. Connection issue		November 16, 2001	November 16, 2001	<p>Two CA user had issue with connecting to FMS. The issue was the agancys LAN line.</p>
Query	Pell Information on FMS to all users	Pell Group	November 16, 2001	November 16, 2001	<p>Hello Everyone, I have attached a Link that you can put on your desktop that will be a short cut to FMS. Please detach it and give it a try. If it will not work please reply back or call me. ThanksTodd KaywoodFMS Operations 202-377-3023-----Original Message-----From: Kaywood, Todd (Contractor) Sent: Monday, November 12, 2001 9:03 AM To: Cardenas, LaShae; Giarratano, Frank; Huntley, Vincent; Laing, Anthony; Moeller, Werner; Pattaras, Alexandra;Hasselkus, SusanCc: Smith, Steve (Contractor); Selvage, Michele; Singleton, Shirley; Stonner, Paul Subject: FMS ID's & PasswordsHello Everyone, Please at your earliest convince call me at 202-377-3023. My name is Todd Kaywood and I work on the FMS help desk. I have created ID's and Passwords for each of you and would like to distribute them over the phone. Below is the FMS internet link you will need to use to get to the system. I will help you log on when we talk if you have time. FMS Linkhttp://hpl10.ed.gov:8000/PROD_j.htm The FMS Help Desk number is1-800-433-7327 Option # 3 The FMS Help Desk Email isfms_operations@ed.gov If you have an emergency you may also call me directly. ThanksTodd Kaywood FMS Operations202-377-3023</p>
Ad Hoc	FORMS 2000 AMF file issue	McKee, Barbara	November 16, 2001	November 16, 2001	<p>Hi Guys, According to NSLDS the AMF File that you received last night is a bad. Do not load it into FMS. They are correcting that file now and will resend once corrected. If you need to speak with them contact Ron Bennett at 703-560-5000-3583 ThanksBarbara Mee Financial Management Specialist Financial Partners Channel 202-377-3327</p>

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Ad Hoc	ACS Issue with manual changes	Naik, Meena	November 14, 2001	November 14, 2001	<p>Subject: RE: PRIORITY-UPDATE EXISTING SUPPLIERS TYPE AND PAYGROUP Hi, Due to the entries being completed manually they will have to be updated manually. Thanksodd Kaywood202-377-3023 -----Original Message-----From: Naik, Meena [mailto:Meena.Naik@acs-inc.com] Sent: Wednesday, November 14, 2001 1:55 PM To: John Kim; Pat Brosius; Pete Cove; Richard Harsche; Todd Kaywood; William Roscoe Eller (E-mail) Subject: PRIORITY-UPDATE EXISTING SUPPLIERS TYPE AND PAYGROUP Importance: HighTodd, As per our phone conversation if you can please find out if it is possible for you all to update all existing supplier's TYPE and PAYGROUP to LS LC ? This will eliminate lot of manual labor!!!! I have sent it to everyone involved. Thank you very much. We appreciate your help. Meena</p>
Ad Hoc	Communication to ACS and DLC on CR process	FMS	November 26, 2001	November 26, 2001	<p>Subject: Change Request Process for Direct Loan FMS Users Greetings, This memorandum details the process for making a formal Change Request (CR). Pete and/or Pat, Could you forward this memorandum onto any other appropriate members of your team? Thanks. Procedures: 1. Contact FMS Operations Help Desk via Email (FMS.Operations@ed.gov) and Voice Messages (1-800-433-7327 Option 3) with complete details of the request. In your Email, include the completed Change Request Form (This form, which is attached below, can also be obtained from the FMS Operations Help Desk). 2. At this point, the request will be logged and depending on the severity of the request it will be escalated to the FMS Change Control Board for an action plan. All requests are escalated once they arrive at FMS Operations. 3. The Change Request Board reviews all requests and takes the appropriate action depending on severity. 4. At this point the action plan is then communicated back to the request contact person / program. Completion times and any further action are discussed with both parties in agreement. 5. If the request is not an emergency, then the Configuration Management Team will add the request to be released on the designated date. 6. Once the request is completed on the communicated date then a follow up communication is done to verify the completion with the request contact person. 7. All requests will be recorded in a Change Request Tracking Database. If you have any outstanding questions, please contact Todd Kaywood by telephone at (202) 377-3023 or by Email at todd.kaywood@ed.gov</p>
Ad Hoc	ACS - DLC Issues	Harsche, Richard	November 14, 2001	November 14, 2001	<p>Subject: FW: Next Batch of Manual Refunds and Process Going Forward Shirley and Todd (Kaywood), As you can see, there have been some changes to Supplier/Vendor and Invoice input for Direct Loan Manual Refund entry performed by ACS in Rockville. I will be updating the documentation (Todd, you have a copy of the old guide), and will forward the new version to both of you soon. Once the updates to the guide are complete, we can then sit down and go through the revised manual refund process in FMS. We should shoot for sometime late this week or early next week. Please let me know a date and time that works for both of you. Thanks,RicFrom: Harsche, Richard (Contractor) Sent: Tuesday, November 13, 2001 5:16 PM To: Harsche, Richard (Contractor); 'pat.brosius@acs-inc.com'; 'pete.cove@acs-inc.com'; 'meena.naik@acs-inc.com' Cc: Peaks, Colene; Carrington, Cheryl; Langford, Lester; Kim, John (Contractor); Caburian, Lolita; Peterson, Gordon; Nguyen, Quang; Bollinger, Jon; Elliott, Todd (Contractor); 'cponzi@kpmg.com' Subject: RE: Next Batch of Manual Refunds and Process Going Forward Pat,I just wanted to make sure to document our conference call with John Kim today. Please let me know if there are any differences. The following fields will be entered differently now during Supplier/Vendor entry (the job Dianne performs as an SFA DLS Vendor) Type field: Always enter "LS LC" into this field (for both Students and Lenders) Pay Group field: Always enter "LS LC Pay Group" into this field (for both Students and Lenders) Tax Payer ID field: No longer necessary to enter the SSN into this field. Leave this field BLANK. The following fields will be entered differently now during Invoice entry (the job Meena performs as an SFA DLS Invoice User resp</p>

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Ad Hoc	CFO Reporting Needs	Heath, Cynthia	November 28, 2001	November 28, 2001	<p>Subject: RE: Report Requests</p> <p>Last Monday (11/19), I contacted Gary Hopkins, requestor of report, with questions on requirements. He just responded on my voice mail yesterday. I will set up a meeting with him for clarification of his needs and specific requirements. Thanks, Cynthia-----</p> <p>Original Message-----From: Kaywood, Todd (Contractor)</p> <p>Sent: Tuesday, November 27, 2001 9:32 AM</p> <p>To: Stonner, Paul; Heath, Cynthia</p> <p>Cc: Singleton, Shirley; McCann, Brian; Kaywood, Todd (Contractor)</p> <p>Subject: RE: Report Requests</p> <p>Hi All,Can Someone tell me who is the lead on the following needs....</p> <p>Students Channel - Collections be provided with some basic financial information on a monthly basis. As part of the SFA performance measures for FY2002, Collections has two performance factors that must be updated and reported to the front office monthly. Those performance measures are:</p> <p>Increase the default recovery rate to 15% (inclusive of SFA and guaranty agency collections), and</p> <p>Default Recoveries should exceed new claims(default totals (for both Direct and FFEL)</p> <p>I want to log a Change Request and complete a CR form for this but need to get more detail.</p> <p>Is this still a CR for FMS operations?thanksTodd</p>
Ad Hoc	FMS Change Request Database updated	Todd Kaywood	November 22, 2001	November 22, 2001	The FMS Change Request Tracking Database has been updated.
Ad Hoc	FMS request for CFO user list	Rick Harsch	November 23, 2001	November 23, 2001	<p>Subject: Request for Responsibility Listing</p> <p>Todd,Can you please supply me with a responsibility listing for the following Accounting Division personnel</p> <p>Thanks,Rick Bill MarksColene Peaks Peter Basso</p> <p>Jenny Smith Candice HongShawna Jordan Cheryl Carrington</p> <p>Geeta Gupta Lolita CaburianWynston Murphy Jeanette Johnson</p> <p>Lester Langford Charlene FaunteroyDavid Yang Quang Nguyen</p> <p>Gordon Peterson Ray ManekjiThomasine Riley Joan Sitrin</p>
Ad Hoc	VFA issues	Ivy, Dianne	November 29, 2001	November 29, 2001	<p>Subject: Security Issue</p> <p>When the new functionality for the VFA was added to the Oracle Form 2000 application, I submitted security request to get David Braley and Lisa Felder added as Level 2 users. They both were set up and have received their User Name and Password; however, when they sign on the system, they appear to be getting the old version of the system without the VFA choices available.Please make the necessary corrections to their security. Let me know if there is something additional that I need to submit.</p> <p>Thank you,Dianne IvyTG Accounting Team MemberDirect: (512) 219-4561</p> <p>Fax: (512) 219-4513Email: dianne.ivy@tgsic.org</p>
Ad Hoc	VDC Issue	Dave Lass	November 30, 2001	November 30, 2001	<p>Subject: Intermittent internet access problem on 29Nov</p> <p>Yesterday, at approximately 4 PM we received a few calls from users indicating that they were having trouble getting to some internet sites, although they could get to other sites at the VDC. After investigation we noticed that a greater volume of inbound traffic was coming in on the SNET internet connection than the Genuity internet connection. Although this happens periodically, as it should if there are problems in the Genuity network, it is not the norm. We contacted SNET and learned that they had upgraded their internet connection from an OC-3 to an OC-12 connection which explained why SNET was now perceived as the best route to the VDC. However, when SNET made this change they had an incorrect rule in their router access list that caused the problem getting to the some addresses at the VDC. At approximately 10:00 PM SNET changed the incorrect rule and the problem ended. We will continue monitoring the situation today, but we feel the problem has been corrected.</p> <p>We are also contacting SNET management to express our concern about major changes being made in the middle of the work day and to impress upon them the significance of our upcoming peak processing season.</p>

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Bug Fix	Northwest Education Loan Association Issues with processing form	Mie Otake	November 30, 2001	November 30, 2001	Subject: FMS Importance: HighHi Marcus, How can I go back to the file "IN PROCESS"? I saved the annual report for FY2001 and exit the program without submitting last night. Our Agent number is 753 and I need to submit this by today. Are you able to assist me?Mie Otake Reporting & Compliance Analyst Northwest Education Loan Association mieo@nela.net206-461-5406
Query	AMF Change Request Issue	McCann, Brian	November 26, 2001	November 26, 2001	Subject: AMF Files Marcus / Shakeel We are about to get a new change request to never use GA716 in the AMF / LPIF Processes. As it is, NSLDS should not have sent us a file with that GA code in it and it is affecting the AMF calculation for all of the other GA's (in production as well). What I would like to do is this. Marcus can you email me a copy of the production NSLDS AMF file (I am hopeful that I can edit it manually and remove GA716)Shakeel can you verify that I can run this file in DEV2 in order to see the calculations for the invoices (I will then forward the invoice amounts to FP - Barbara) Todd will add the change request (when you receive it from Barbara) for production code, but we may be able to get the AMF's through without an update (if the AMF file can be modified). Let me know.hanksBrian
Ad Hoc	ACS - DLC Reporting needs	Diane Oscheski	November 7, 2001	November 7, 2001	ACS needs a report that will give vendor details. Daina had issue with reporting needs. Showed her suppliers report interim solution till DCS vendor inquiry is done
Ad Hoc	Kansas LEAP user issue with performance report	Diane Lindman	November 7, 2001	November 7, 2001	Subject: LEAP issue to log Kansas LEAP user issue with performance report User name is Diane Lindman 785-296-4749Back on Thursday the 13th
Ad Hoc	OR LEAP user issue with performance report	Kathleain Hines	November 8, 2001	November 8, 2001	User had an problem getting to the correct year for the report. OR LEAP user issue with performance report Kathleain Hines 541-687-7385
Ad Hoc	MI Leap user had issue with performance report	Scott Gilmor	November 8, 2001	November 8, 2001	Assisted with preformance report access issues to correct year. Leap user Scott Gilmor MI statePerformance report 801-321-7206
Ad Hoc	TX II GA, ID issue	Lies Felder	November 8, 2001	November 8, 2001	Reset Password in FMS for user. Lies Felder from TX II GA, ID issue with loggin on 1-800-252-5743
Ad Hoc	ACS issue with Vendor	BEN	November 8, 2001	November 8, 2001	User at ACS needed to have more information for vendors in FMS. BEN from ACS Issue was he needed a vendor inquiry to see address name and ss# 1-301-721-3393

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Ad Hoc	Rytheon File to FMS	Bollinger, Jon	November 15, 2001	November 15, 2001	Subject: RE: Raytheon file Error Importance: High All,An update for the Raytheon file issue. Yesterday afternoon I spoke with Bob Hurley at Raytheon and he informed me he located the problem with the file. A "agency location code" was not updated in there production environment for a "validation program" that runs on all file transfers. This will take place today and he will contact SFA and have us attempt the file transfer once again.If you have any questions please call. Ram, Andy, and Shakeel thank you for all your help. Todd
Ad Hoc	Colorado Leap user had issue with ID	Connie from Colorado	November 9, 2001	November 9, 2001	Connie from Colorado Leap user had issue with ID 1-303-305-3373
Bug Fix	Gerogia Email issue	Renu Sachdeva	November 30, 2001	November 30, 2001	Hi Renu. Please call me Monday so we may review the email issue you are still having. ThanksTodd KaywoodFMS Help Desk 202-377-3023-----Original Message-----From: Mittman, Judy Sent: Friday, November 30, 2001 10:48 AM To: Kaywood, Todd (Contractor) Subject: E-Mail Alerts for Georgia Georgia is still unable to receive e-mail alerts, here is the name of the person I spoke with and their e-mail address. Ms. Renu Sachdevarenu@mail.gsfc.state.ga.us Also, please take my name of the e-mail alerts for Georgia and Florida. It will still go to the OSFA GAR mail box and not my personal mail box.Judy Mittman Financial Management Specialists Financial Partners Channel 202-377-3328
Ad Hoc	SFA ID need.	Phillips, Richard	November 8, 2001	November 8, 2001	New Id for SFA FMS CFO user. -----Original Message-----From: Toffey, Ann Sent: Wednesday, November 07, 2001 4:36 PM To: Singleton, Shirley; Kaywood, Todd (Contractor) Cc: Bollinger, Jon; Phillips, Richard (Contractor); Freeman, Daun; Peterson, Gordon; Weiss, Barry Subject: Access for Richard Phillips to DEV2 Importance: HighHi Shirley / Todd: Richard Phillips will be instrumental, along with Jon, Daun, and Gordon, in the review, approval, and processing of conversion journals. Therefore he needs General Ledger access to DEV2 as soon as possible . For that access he needs to be able to post as well as read journals. He does not particularly need setup access, though I doubt it would hurt any. He currently has been provided inquiry access to PROD, so I presume his paperwork must be in order. Thanks, at4:36 PM
Bug Fix	Invoice OF 748 Check/Wire Issue	Mittman, Judy	November 8, 2001	November 8, 2001	Needed to adjust a schedule number for a invoice. -----Original Message-----From: Mittman, Judy Sent: Thursday, November 08, 2001 12:11 PM To: Kaywood, Todd (Contractor); FMS OPERATIONS Subject: Invoice OF 748 Check/Wire Todd, Please change the schedule payment for invoice number FFEL748M122001VFA_FINAL from 29-Nov-01 to 08-Nov-01. If you have any questions, please call me. Judy Mittman202-377-3328

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Ad Hoc	Sallie Mai Id's for all there GA's	kim walker	November 9, 2001	November 9, 2001	<p>Reset all ID's for Kim Walker -----Original Message-----From: Kaywood, Todd (Contractor) Sent: Friday, November 09, 2001 12:53 PM To: Kaywood, Todd (Contractor); Kim Walker Subject: FMS ID'sKim, Here is your current list of ID's and passwords. Please let me know if I can help anymore. ThanksToddID PW KWALKER1 Password KWALKER2 Password Iowa KWALKER3 Password Louisiana KWALKER4 Password Michigan KWALKER5 Password Montana KWALKER6 Password New Mexico KWALKER7 Password North Western KWALKER8 Password OKLAHOMA KWALKER9 Password Maine</p>
Ad Hoc	OR GA Annual FTP file	Max Coley	November 12, 2001	November 12, 2001	<p>Tested a FTP annual file for OR GA -----Original Message----- From: Kaywood, Todd (Contractor) Sent: Monday, November 12, 2001 9:17 AM To: 'Max Coley'; Kaywood, Todd (Contractor) Cc: Jon Heritage; Hasan, Shakeel; Simmons, Sandra; OSFA GAR; Singleton, Shirley Subject: RE: Contact Person for Forms 2000 FTP Annual File Hi Max,I will be able to test this file when you are ready, just send me an email with it in it and we can do what we need to test it.ThanksTodd kaywood202-377-3023 -----Original Message-----From: Max Coley [mailto:Coley_m@mercury.osac.state.or.us] Sent: Friday, November 02, 2001 12:50 PM To: 'Todd.Kaywood@ed.gov';Cc: Jon Heritage Subject: Contact Person for Forms 2000 FTP Annual File Todd, I would be the contact person for the above referenced Forms 2000 Annual File. We are not ready for a test run yet, but should be within a week or so . Max Max L. Coley OREGON STUDENT ASSISTANCE COMMISSION Research Analyst, Claims & Collections Division 1500 Valley River Drive, Suite 100 Eugene, OR 97401(541) 687-7447max.l.coley@state.or.us</p>
Ad Hoc	FMS escalation list updated	Todd Kaywood	November 13, 2001	November 13, 2001	<p>Subject: SFA FMS Escalation list 11.08.01.doc -- Please review your Information All,Please review your contact information and let me know if I need to make changes. Just reply with if it's okay or with the change that needs to be made. This is only for internal use. ThanksTodd Kaywood 202-377-3023</p>
Enhancement/Update	CFO Change Request # 27 Update	Bill Marks	November 13, 2001	November 13, 2001	<p>Subject: RE: FMS CR # 27 Todd,The requirement is FMS has to use the Schedule Number of the document that is being recorded rather than an FMS assigned Number. For examples, if the transaction recorded is a consolidation entry, the schedule number has to be the SF1081 number; if the transaction being recorded is a deposit, the schedule number has to be the SF215 number. This is necessary to allow elimination of intra-agency transactions and reconciliation of the cash accounts. In the case of intra-agency transactions, the Schedule Numbers have to match so the offsetting transactions will net to zero. All deposits (SF215) must be recorded in the General Ledger using the same Number that the transactions were reported Treasury under Bill -----Original Message----- From: Kaywood, Todd (Contractor) Sent: Friday, November 09, 2001 9:22 AM To: Marks, William Cc: McCann, Brian; Singleton, Shirley; Kaywood, Todd (Contractor) Subject: FMS CR # 27 Bill,Can you please give e a quick summary of this issue. ThanksToddNeed deposit Tix # of SF215 and 1081 # as FL # in oracle. Schedule # for each program. We need to be able to record the SF215 or SF1081 number in FMS Oracle, so that the schedule numbers in FMSS i.e.FARS agree v</p>

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Ad Hoc	SFA FMS program Base List for change Request - Campus Based	Andy Rowe	November 13, 2001	November 13, 2001	Subject: FMS PROD Change Requests Hey Todd.Per our AM discussion, the only person from Campus-Based that needs to be included on our distribution list for FMS Production Change Requests is: RICH BENNETT (Rich.Bennett@ed.gov). Let me know if you need any other information. Thanks!ANDY
Ad Hoc	DLC File to ED issue	Cherrly Carrington	November 8, 2001	November 8, 2001	FMS DLC file had issue transferring to ED. Cherrly Carrington issue with File transfer to big ED. for ACS payments John Kim worked with her and completed. 202-377-3415
VDC Outage	FMS Outage	Todd Kaywood	November 6, 2001	November 6, 2001	Update to FMs nomenclature the nomenclature FMS has defined for entering manual batch and journal entries. We will be using this nomenclature in tomorrow's GL training.
VDC Outage	FSM outage - forms server	todd kaywood	November 27, 2001	November 27, 2001	Forms server not started 7:55 am