

October 2006

DLB-06-11

**Subject: Guidance for Using COD School Relations Center and Applicant Services  
Contact Information on School Web Sites**

Dear Partner:

We know that schools continually update their Web sites to take advantage of new technology and to update content. One area of Web site content that is critical to keep updated and accurate is contact information for Federal Student Aid resources that provide assistance to a school's staff and borrowers. To help ensure both schools and borrowers receive needed information, we ask you to review this bulletin and then update your Web sites and links with the correct customer service center information.

Attached to this bulletin is the "COD School Relations & CPS/SAIG Quick Reference Guide." This guide is a key resource for determining which customer service center to contact. It includes information for the Common Origination and Disbursement (COD) School Relations Center, Applicant Services, and Central Processing System/Student Aid Internet Gateway (CPS/SAIG) Technical Support. Please refer to this guide when updating your Web sites.

**Note:** The attachment is also available on the [COD Web site](#) by clicking on the "Click here if you are looking for more information on Common Origination and Disbursement." link.

As you prepare to review your school's Web sites, we want to highlight the following information:

- Borrowers should contact Applicant Services (800/557-7394) at the COD School Relations Center for assistance with credit appeals, PLUS loan issues, and/or endorser processing. Applicant Services can also assist borrowers with the Direct Loan Electronic Master Promissory Note Web site.
- Please discourage borrowers from calling Applicant Services for status on their financial aid or to cancel their loans. Aid status questions are best answered by your school, and a borrower must contact your school to request loan cancellation. Borrowers should be directed to the financial aid office at your school for this assistance.
- Only Security Administrators (COD Web site User Level 5) need to contact the COD School Relations Center (800/848-0978 or 800/474-7268) to unlock or reset their passwords. Other COD Web site users (COD Web site User Levels 1-4) who need to unlock their User IDs or reset their passwords should be directed to the Security Administrator at your school for this assistance.

- The Direct Loan Operations Team e-mail address, [dlops@ed.gov](mailto:dlops@ed.gov), should be used by schools only. Please do not provide this e-mail address to borrowers and do not display it on your school's Web sites as a point of contact for borrowers.

If you have any questions about this bulletin, contact the COD School Relations Center at 800/848-0978 or e-mail [CODSupport@acs-inc.com](mailto:CODSupport@acs-inc.com).

Thank you for your ongoing partnership in the Direct Loan Program.

Sincerely,

Bill Leith

General Manager, Program Operations Channel

Attachment