COD School Relations & CPS/SAIG Quick Reference Guide

COD and CPS/SAIG have worked together and compiled the following quick key. This reference tool will help you determine when to contact the COD School Relations Center, Applicant Services Department, and CPS/SAIG for assistance.

COD School Relations Center

Contact Information:
- 800/4PGRANT (800/474-7268) for ACG, National SMART Grant, and Pell Grant (8 A.M. - 8 P.M. (ET), Monday through Friday)
- 800/848-0978 for Direct Loans (8 A.M. - 8 P.M. (ET), Monday through Friday)
- **E-mail:** CODSupport@acs-inc.com
- **Web:** www.cod.ed.gov

Contact the COD School Relations Center for:

General COD Inquiries:
- COD Web Questions
- Document/Batch Process Status
- Rejected Documents/Batches
- Responses/Acknowledgements
- Custom System (Mainframe) Assistance
- Document/Batch Integrity Errors
- COD Technical Reference Questions
- COD System Interface Issues
- COD School Testing
- COD Processing Update Document

Pell Grant Inquiries:
- Reconciliation
- Data Requests
- Potential Overaward Process (POP)
- Verification Status Code Processing
- Pell Administrative Cost Allowance
- Pell Post-Deadline Processing
- Multiple Reporting Record (MRR)/Concurrent Enrollment

ACG/National SMART Grant Inquiries:
- HS Program Codes and CIP Codes
- Funding Adjustments
- Reconciliation*
- Multiple Reporting Record (MRR)/Concurrent Enrollment*
- Data Requests*
- Post Deadline Processing for Award Year 2006-2007 and Forward

Assistance Available in April 2007

Direct Loan Inquiries:
- PLUS Loan Borrower Issues
- DL Reports
- Reconciliation/Closeout for Award Year 2002-2003 and Forward
- Refunds of Cash (Return of Title IV Funds)
- Sub/Unsub/PLUS Master Promissory Note (MPN)
- DL Eligibility Requests

➤**Questions about prior Direct Loan Award Years (2001-2002 and prior) should be sent to the Direct Loan Operations Team at dlops@ed.gov.**

➤**Schools must request Direct Loan publications through ED Pubs, please refer to DLB-05-15.**

Useful COD Addresses:

Promissory Note Manifests
U.S. Department of Education
P.O. Box 5692
Montgomery, AL 36103

Overnight Address:

U.S. Department of Education
201 TechnaCenter Drive
Montgomery, AL 36117

Refunds of Cash*
Direct Loan (All Current and Prior Award Years):
U.S. Department of Education
P.O. Box 9001
Niagara Falls, NY 14302

Pell, ACG, and National SMART Grant (All Current and Prior Award Years):
U.S. Department of Education
P.O Box 979053
St. Louis, MO 63197-9000

*Sending refunds through the GAPS Web site at http://e-grants.ed.gov/gapsweb/epWelcome.asp is the preferred method of returning funds to the Department of Education.

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Applicant Services for PLUS Loan Borrowers:

Contact Information:
- 800/557-7394   8 A.M. - 8 P.M. (ET), Monday through Friday
- 877/461-7010   Telecommunication Device for the Deaf (TDD)

PLUS Borrowers (both parents and graduate/professional students) contact Applicant Services for:
- Credit Appeal Overrides
- PLUS Loan* Borrower Issues
- Endorser Application Questions

*Please Note: Students that call applicant services for loan status and/or permanent address changes will be referred to their school for assistance.

The COD School Relations Center manages the credit decision appeal process for the COD System. All credit decision appeal process documentation should be mailed to:

U.S. Department of Education
Attn: Credit Appeals Team
P.O. Box 9002
Niagara Falls, NY 14302

Overnight Address:
COD Applicant Services
225 Old Falls Street
Niagara Falls, NY 14303

CPS/SAIG Technical Support

Contact Information:
- **800/330-5947**   8 A.M. - 8 P.M. (ET), Monday through Friday
- **E-mail:** cpssaig@ed.gov
- **FAA Access on the Web:** fafsa.ed.gov/FOTWWebApp/faa/faa.jsp

References and Documentation:
- **SAIG Enrollment:** fsawebenroll.ed.gov
- **Software:** fsadownload.ed.gov/software.htm
- **Web Demonstration Site:** fafsademo.test.ed.gov (Username: eddemo, Password: fafsatest)

Contact CPS/SAIG Technical Support for:
- FAA Access to CPS Online
- CPS Batch Status
- Rejected EDE Records and Batches
- CPS Testing System
- Renewal FAFSA Processing
- Custom/Combo/Mainframe Support
- fsadownload.ed.gov
- ISIR Analysis Tool (Web)
- Return of Title IV Funds on the Web
- FAFSA/ISIR Correction Processing (Application Processing)
- Restore Batches to Customers' Mailboxes
- SAIG Enrollment and Participation
- SAIG Network Password Changes and Resets
- SAIG Transmission Error
- FAFSA Demo Web Site Assistance

CPS/SAIG Technical Support* offers software assistance for the following:
- DL Tools
- EDconnect
- EDExpress
- GA DataPrep (downloading assistance only)
- SSCR

*Schools that use other third party software vendors should refer to their vendor's technical support for assistance. CPS/SAIG does not support software vendor products other than those listed above.