



# COD Processing Update

January 11, 2013

## NEWS/UPDATES

- **G5 System Outage Scheduled for January 19-22, 2013 - Impact to Federal Student Aid Processing and on Funds Availability for Title IV Programs (01/11/13)**

During the period January 19-22, 2013, the Department of Education (the Department) will complete an extended maintenance activity that will impact the G5 System. Please review the following information to determine how processing at your school will be affected.

**From 12:01 A.M. (ET) on Saturday, January 19, 2013 through 6:00 A.M. (ET) on Tuesday, January 22, 2013**, the [G5 Web site](#) will not be available. The COD System will continue to accept records for this period, but Current Funding Level (CFL) changes will not be processed during this period. In addition, schools will not be able to draw down funds during this period for the following Title IV Programs:

- Federal Pell Grant (Pell Grant)
- Federal Supplemental Educational Opportunity Grant (FSEOG)
- Federal Work Study (FWS)
- Iraq and Afghanistan Service Grant
- Teacher Education Assistance for College and Higher Education Grant (TEACH Grant)
- William D. Ford Federal Direct Loan (Direct Loan)

*Note:* All actual disbursements with a disbursement date from January 18, 2013 through January 22, 2013 must be received by the COD System **no later than 9:00 A.M. (ET) on Friday, January 18, 2013**, and subsequently accepted by the COD System, in order to generate the appropriate funding level increase prior to the G5 System outage. Disbursements submitted by the deadline but not subsequently accepted, disbursements submitted after the deadline, and disbursements with a disbursement date after January 22, 2013 will be processed and funded after the G5 System outage on January 22, 2013.

- **RESOLVED - COD School Relations Center and Applicant Services Department Unable to Receive Calls (1/8/13)**

On January 8, 2013, Federal Student Aid identified an issue that was preventing calls from being received by the COD School Relations Center and the Applicant Services Department. Federal Student Aid resolved the issue and restored phone services at approximately NOON (ET) on January 8, 2013. Federal Student Aid apologizes for the inconvenience this issue may have caused.

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## CURRENT ISSUES

## GRANTS

### DIRECT LOANS

There are no Grant-related issues at this time.

There are no Direct Loan-related issues at this time.



## REMINDERS

### **Birthday of Martin Luther King, Jr. Federal Holiday (01/10/13)**

Monday, January 21, 2013 is the Birthday of Martin Luther King, Jr. federal holiday.

- The COD School Relations Center will be open.
- The COD System will accept and process data from schools and send back responses/acknowledgments on Monday, January 21, 2013, but schools will not be able to receive any federal funds on that day. Requests for changes in funding levels and for funds will not be processed until Tuesday, January 22, 2013.

Complete information regarding processing, funding impact, and customer service hours for the COD School Relations Center and other Federal Student Aid/Department of Education systems and call centers on the holiday is posted in a [January 10, 2013 Electronic Announcement](#) on the Information for Financial Aid Professionals (IFAP) Web site.

### **Keep School Contact Information Current in the COD System (12/20/12)**

We remind schools and third party servicers that contact information in the COD System must be kept current. Contact information is extremely important for us to be able to reach the right people at the school, particularly about program-specific issues. The e-mail addresses for the President, Financial Aid Administrator, Pell Grant Financial Aid Officer, and Direct Loan Financial Aid Officer are used to deliver time-sensitive materials and critical COD processing information to the school.

Having current contact information for the Pell Grant Financial Aid Officer and Direct Loan Financial Aid Officer is most critical for a school that is an additional location to a main campus. The information allows us to contact those officers directly at the additional location rather than needing to contact the main campus.

**Contact Information:** If you have questions, contact the COD School Relations Center at 800/474-7268 for Grants or 800/848-0978 for Direct Loans. You may also e-mail [CODSupport@acs-inc.com](mailto:CODSupport@acs-inc.com).

For more information on updating School Contact Information, please refer to [the December 20, 2012 Electronic Announcement posted on the Information for Financial Aid Professionals \(IFAP\) Web site.](#)