

COD Processing Update

January 13, 2017

NEWS/UPDATES

- **Holiday Schedule and COD Outage For January 14-16 & 20, 2017 (1/9/17)**

The COD School Relations Center will be closed on Monday, January 16, 2017 to observe the birthday of Martin Luther King, Jr. federal holiday. Further information regarding the Birthday of Martin Luther King, Jr. processing and customer service hours for COD and other Federal Student Aid/ED call centers is posted in a [January 5, 2017 Electronic Announcement](#) on the IFAP website.

Note: Our federal offices located in Washington, D.C. will also be closed on Friday, January 20, 2017 for the Presidential Inauguration activities.

In addition, other system maintenance activities will occur during the weekend and will result in outages of certain COD System functionality for an extended period of time.

From 11:00 P.M. (ET) on Saturday, January 14, 2017 until 11:00 A.M. (ET) on Sunday, January 15, 2017—

- Users will not be able to submit or retrieve data via the [COD Web Site](#).
- Users will not be able to access the COD Reports area of the [COD Web Site](#).
- An individual will not be able to complete any actions or view loan correspondence via the [StudentLoans.gov website](#). This includes, but is not limited to, signing master promissory notes, complete counseling, any TEACH Grant processing flows, or submitting Loan Consolidation applications or Income-Driven Repayment Plan requests.
- Batches submitted by schools via the SAIG will be held or schools will receive an error message informing them that the SAIG is unavailable and that the data must be transmitted at a later time.

Contact Information

Federal Student Aid appreciates your patience and understanding as it completes this important activity. If you have any questions about the COD System or the StudentLoans.gov website, contact the COD School Relations Center. If you have any questions about the SAIG, contact the CPS/SAIG Technical Support and the TFA Support Center at 800/330-5947 or by email at CPSSAIG@ed.gov.

- **2016-2017 COD System Peak Processing Reminders (12/16/16)**

In January 2017, we will begin another peak processing period for the 2016-2017 Award Year.

In a [December 13, 2016 Electronic Announcement](#) on the IFAP website, Federal Student Aid provides COD System peak processing reminders to assist schools with planning and processing.

Thank you for your patience and understanding during this peak processing period.

- **Schools Must Process Drawdown In G5 To Receive Pell ACA Pymts (10/20/16)**

There are a number of schools that have not drawn down their Pell Grant Administrative Cost Allowance (ACA) payments for the 2014-2015 Award Year and/or the 2015-2016 Award Year.

Federal Student Aid would like to remind schools that their calculated Pell Grant ACA payment is posted in G5 as an Available Balance in the school's ACA G5 Award Number, P063Q14##### for the 2014-2015 Award Year and P063Q15##### for the 2015-2016 Award Year. ***A school must sign in to the G5 website and process a drawdown transaction in G5 to receive the funds.***

For more information about this change, refer to the [January 27, 2016 Electronic Announcement](#) that is posted on the IFAP website.

CURRENT ISSUES

DIRECT LOANS

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

GRANTS

There are no Grants-related issues at this time.

Keep School Contact Information Current in the COD System (1/13/2017)

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.

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.](#)