

COD Processing Update

March 18th, 2016

NEWS/UPDATES

- **COD System Release – Post-Implementation Issues and Updates (3/18/16)**

During the period March 9-14, 2016, Federal Student Aid implemented additional Common Origination and Disbursement (COD) System functionality to support the processing for the 2016-2017 Award Year. After major system releases such as this one, Federal Student Aid routinely informs the higher education community if post-implementation issues arise.

Federal Student Aid has resolved or is working to resolve a number of post-implementation issues. These issues are summarized below along with the current status for each. As issues are resolved, or as additional issues arise, they will be reported here. For ease of reporting, the newest items will appear at the end of the list.

Post-Implementation Issue Summary

1. **[RESOLVED] School Note Message Tag Missing in Responses:** With this issue, the School Note Message field was not populated in all complex elements (Person, Award, and Disbursement) within Response Documents. This issue was *resolved* on March 15, 2016 and all of the respective elements will be included in the response files going forward. If a school needs assistance with an incorrect response, it should contact the COD School Relations Center.
2. **[RESOLVED] First Name and Middle Initial Tags Missing in Counseling Responses (message class: CREC):** With this issue, the First Name and Middle Initial tags were not returned in the counseling system-generated response. This issue was *resolved* on March 16, 2016 and the tags will be returned in the counseling response files going forward. If a school needs assistance with an incorrect response, it should contact the COD School Relations Center.
3. **[RESOLUTION SCHEDULED] Truncating of Cents in Payment to Servicer Responses (message class: CRPS):** With this issue, if the dollar amount paid is a whole number, the decimal and any amount after the decimal is being truncated. In other words, if the payment was \$100.00, the (.00) is being removed in the response file. Federal Student Aid has identified the cause of the issue and expects to fix it the *evening of March 18, 2016*.
4. **Pell Grant Lifetime Eligibility Used (LEU) Report Issues (message class: PGLE):** There are two parts to this issue.
 - a. **[RESOLUTION SCHEDULED]** In the Transaction Number field, leading zeros are being truncated, and the field is showing only a one-digit number. So, Transaction Number 01 is showing as 1. Federal Student Aid has identified the cause of the issue and expects to fix it in

early April 2016. In the meantime, schools can manually update the field to enable it to be imported.

- b. **[CLOSED]** In the LEU Amount field, if the LEU percentage amount is a whole number, the decimal and any amount after the decimal is being truncated. In other words, if the LEU is 456.000, the (.000) is being removed in the report. Federal Student Aid has determined that this is working as designed and that the report has returned whole numbers without decimals prior to the most recent COD System release. This issue is considered **closed**.
5. **[CLOSED] CRAA17OP Response Files Not Being Returned:** With this issue, some schools reported not receiving CRAA17OP response files when sending CRAA17IN files. Federal Student Aid has confirmed that CRAA17OP files are being returned to schools, and considers the issue **closed**.
6. **[RESOLVED] School Selection Issues on StudentLoans.gov:** With this issue, some borrowers were receiving an error message when attempting to select certain schools during the school selection process within the different processing flows on StudentLoans.gov. Federal Student Aid **resolved** this issue on March 16, 2016.
7. **[RESEARCH UNDERWAY] Pell Grant Report Issues:** Federal Student Aid has identified several issues impacting some Pell Grant Reports, including the Pell Grant Multiple Reporting Record and the Pell Grant Reconciliation File. These issues are preventing schools from importing the reports. Federal Student Aid is still researching the problem.
8. **[RESOLUTION PENDING] System-Generated Responses for StudentLoans.gov Activity on March 9, 2016 Not Returned to Schools:** Federal Student Aid has determined that system-generated responses for **any** activity (counseling, MPNs, Direct PLUS Loan Requests, etc.) completed on StudentLoans.gov on March 9, 2016 were not sent to schools prior to the system outage. Federal Student Aid is working on a solution to send all of those outstanding responses as soon as possible. System-generated responses for activity completed on StudentLoans.gov since March 14, 2016 are being sent.
9. **[RESOLUTION PENDING] School Participation Date Ranges for Direct PLUS Loan Requests Not Updated or Saving Correctly:** With this issue, some schools' Participation Date Ranges for Direct PLUS Loan Requests were not updated correctly and some school users are not able to update or save changes to the dates even if they are authorized to do so (School User Levels 3-5). The incorrect participation dates may be preventing borrowers from completing Direct PLUS Loan Requests on StudentLoans.gov. Federal Student Aid is working to fix this issue as soon as possible.

Federal Student Aid appreciates your patience as it identifies and corrects post-implementation issues.

For further assistance with COD System processing or with any of the issues listed above, schools should contact the COD School Relations Center.

- **Impact on COD Processing March 19-20, 2016 (3/16/16)**

Federal Student Aid is planning several system maintenance activities during the period of March 19-20, 2016. In addition, the Student Aid Internet Gateway (SAIG) will be unavailable from 3:00 A.M. until 11:00 A.M. (ET) due to its regular Sunday morning maintenance. These activities will result in outages of certain COD System functionality for a period of time.

An explanation of how these activities will impact COD System availability and processing follows below. Please review this information to determine if processing at your school will be affected.

Extended COD System Maintenance

From 10:00 P.M. (ET) on Saturday, March 19, 2016 until 12:00 P.M. (ET) on Sunday, March 20, 2016—

- 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 Web site](#).
- An individual will not be able to complete any actions via the [TEACH Grant Web site](#).
- 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 Web site, 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 e-mail at CPSSAIG@ed.gov.

- **Action Required: Annual DUNS Number Registration Renewal with System for Award Management Database (3/9/16)**

As of January 28, 2016, the G5 Web site verifies the Data Universal Numbering System (DUNS) number in the [System for Award Management \(SAM\) Web site](#) before carrying out administrative actions that involve a DUNS number, such as making an award or performing DUNS number changes or reassignments. Grantees with inactive DUNS numbers in the SAM Web site will automatically be identified by a Route Pay Flag that requires all payment drawdown requests to be routed to the program office for approval until the SAM Web site registration is Active.

All schools must complete the registration confirmation of their DUNS number **annually**.

To complete the annual confirmation, a school should go to the SAM Web site and search for each DUNS number associated with programs for which the school expects to receive funds from the Department of Education (the Department). The URL for the SAM Web site is <https://www.sam.gov>.

For more information about the annual DUNS number registration renewal, refer to the [March 8, 2016 Electronic Announcement](#) that is posted on the IFAP Web site.

- **Retirement of the Direct Loan Web Site (3/4/16)**

Effective March 15, 2016, Federal Student Aid will retire the Direct Loan Web site (www.direct.ed.gov). Much of the material on the Direct Loan Web site is found on other Federal Student Aid Web sites, primarily the Information for Financial Aid Professionals (IFAP), StudentLoans.gov, and StudentAid.gov Web sites.

For a period of time, Federal Student Aid will redirect users visiting the Direct Loan Web site to other Federal Student Aid sites. Schools that have bookmarked any of the Direct Loan Web site pages or reference it in any materials should update those references at the earliest point possible.

For additional information, refer to a [March 2, 2016 Electronic Announcement](#) posted to the IFAP Web site.

- **OMB Expiration Dates on Direct Loan Master Promissory Notes (2/19/16)**

Direct Subsidized/Unsubsidized Master Promissory Note

The current Direct Subsidized/Unsubsidized Master Promissory Note (MPN) has an Office of Management and Budget (OMB) expiration date of 2/29/2016. Federal Student Aid is currently in the process of clearing the new form, but does not yet have a targeted implementation date. Additional information about this implementation will be posted in a forthcoming announcement on the [IFAP Web site](#). In the meantime, the current MPN form is valid and schools should continue to use it until further notice.

Direct PLUS Loan Application and Master Promissory Note

The current Direct PLUS Loan Application and MPN has an OMB expiration date of 2/29/2016. Federal Student Aid is currently in the process of clearing the new form, but does not yet have a targeted implementation date. Additional information about this implementation will be posted in a forthcoming announcement on the [IFAP Web site](#). In the meantime, the current MPN form is valid and schools should continue to use it until further notice.

CURRENT ISSUES

DIRECT LOANS

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

GRANTS

There are no Grant-related issues at this time.

Keep School Contact Information Current in the COD System (3/18/16)

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.](#)