Federal Student Aid | PROUD SPONSOR of the AMERICAN MIND®
An OFFICE of the U.S. DEPARTMENT of EDUCATION

This edition will remain on the COD Web Site until a new edition is posted. We will notify schools via a COD Web Message when a new edition has been posted.

COD Processing Update
April 20, 2018
NEWS/UPDATES

- **Impact on COD Processing April 21-22, 2018 (4/17/18)**

Federal Student Aid is planning several system maintenance activities during the period of April 21-22, 2018. In addition, the Student Aid Internet Gateway (SAIG) will be unavailable from 3–11 a.m. Eastern time (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 p.m. ET on Saturday, April 21, 2018 until 4 p.m. ET on Sunday, April 22, 2018—

- 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, completing counseling or 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 1-800-330-5947 or by email at CPSSAIG@ed.gov.

- **2017–18 Verification Status Code "W" Warning Message (4/17/18)**

On April 11, 2018, Federal Student Aid began processing a text message (PGTX18OP) as well as a Reconciliation Report (PGRC18OP) to schools that have one or more Federal Pell Grant (Pell Grant) student records still reported with a verification status code of "W." The message is a warning that disbursements to all students with a verification status code of "W" will be considered overawards and reduced to a zero dollar amount ($0.00), even though the disbursements were previously accepted in the COD System. The reduction of the affected disbursements is scheduled to occur on April 25, 2018.

Note Regarding Verification Deadline:

Some of the student records included in the Reconciliation Report may be for students who are still within the allowable timeframe for submitting verification documentation/completing the verification process by the deadlines specified in the "2017–2018 Award Year Deadline Dates" published in the Federal Register on June 27, 2017. The June 27, 2017 notice is also posted on the IFAP website.

Following the April 25, 2018 reduction, if a school needs additional time to complete verification for an individual student in accordance with the allowable timeframe in the Federal Register notice, the school may resubmit a disbursement record with a value greater than zero ($0.00) until October 1, 2018. After October 1, 2018, the COD System will no longer accept "W" as a valid verification status code for 2017–18 Pell Grant awards.

For complete information, refer to the Electronic Announcement that will be posted on the IFAP website. If you have questions about the warning message or about reporting verification status codes to the COD System, contact the COD School Relations Center.

- **REMINDER: COD and StudentLoans.gov Web Addresses (4/9/18)**

Federal Student Aid reminds schools to use the following web addresses when connecting to the COD Web Site or StudentLoans.gov.

- Use https://cod.ed.gov for the COD Web Site
- Use https://studentloans.gov for StudentLoans.gov

If a school connects to these websites with a link or bookmark that includes "www," it will receive an error message (and there is no longer an automatic redirect in place). In some cases, it could be the browser version which must be Internet Explorer 11 or above, or the current version of other web browsers (Chrome, Firefox, Safari, etc.).

For more information, refer to an October 31, 2016 Electronic Announcement posted on the IFAP website.

CURRENT ISSUES

CAMPUS-BASED

There are no Campus-Based related issues at this time.

DIRECT LOANS

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

GRANTS

There are no Grants-related issues at this time.

Contact Information: If you have questions, contact the COD School Relations Center at 1-800-474-7268 for Grants or 1-800-848-0978 for Direct Loans. You may also email CODSupport@ed.gov.

WEEKLY REMINDERS

How to Access Information from the COD Web Site File Share (4/20/18)

As a reminder, Federal Student Aid shares student-specific information through uploaded files via the COD Web Site. We upload these files to the File Share section of the "File Share & Messages" page of the COD Web Site. Authorized school users are able to view and download the customized documents from the COD Web Site. Schools can access the "File Share & Messages" page by completing the following steps:

1) Log in to the COD Web Site.

2) Click on the "School" tab.

3) Enter the required school identifiers and click on "Search." This will open the "School Summary Information" page.

4) Click on the "File Share/Messages" link on the left-hand side of the page to open the "File Share & Messages" page.

From the File Share section of the page, an authorized COD Web Site user will see a list of uploaded files. A user will click on the "Download" icon to download the File Share document to his or her computer. ***Note:*** Authorized school users are able to view and download the customized documents from the COD Web Site for a limited period of time.

The COD Web Site will only display File Share documents associated with the school's Entity ID. If there are no files uploaded for a school, the File Share list will be blank. Schools will be notified via email (or in some cases via a phone call) when a File Share document is available.

Keep School Contact Information Current in the COD System (4/20/18)

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.

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 email CODSupport@ed.gov.