



COD Processing Update

May 3, 2013
NEWS/UPDATES

- **COD Batch Processing Suspension and Web Site Outages May 3-5, 2013 [(4/30/13) Updated 5/1/13]**

During the period May 3-5, 2013, Federal Student Aid plans to implement COD System functionality related to a change in how authorized users access the Common Origination and Disbursement (COD) Web site. For complete information about the COD Web site access change, please refer to the following announcements: [January 25, 2013](#), [March 8, 2013](#), [April 18, 2013](#), [April 26, 2013](#), and [May 1, 2013](#).

COD Batch Processing Suspension and Web Site Outage Information

To install the additional COD System functionality, we will suspend COD batch processing beginning at 8:00 P.M. (ET) on Friday, May 3, 2013. Records submitted after this time will be held and processed after 2:00 A.M. (ET) on Sunday, May 5, 2013.

Note: All actual disbursements with a disbursement date from May 3, 2013 through May 5, 2013 must be received by the COD System **no later than 9:00 AM (ET) on Friday, May 3, 2013**, and subsequently accepted by the COD System, in order for them to be included in the drawdown prior to the outage. Disbursements submitted by the deadline but not subsequently accepted, disbursements submitted after the deadline, and disbursements with a disbursement date after May 5, 2013 will be processed and funded after the outage.

In addition, between 8:00 P.M. (ET) on Friday, May 3, 2013 and 2:00 A.M. (ET) on Sunday, May 5, 2013—

- 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](#).

Note: The COD System will undergo routine maintenance on Sunday, May 5, 2013 from 5:00 A.M. (ET) until 11:00 A.M. (ET). During this period, batch processing and Web site availability will again be impacted.

Federal Student Aid apologizes for this inconvenience and appreciates your understanding and patience while it completes this important activity.

- **COD Web Site Access Changes – User Action Required before May 5, 2013 [(4/29/13) Updated 5/1/13]**

As explained to the community over the past several months, Federal Student Aid will be implementing a change in how authorized users access the COD Web site during the period May 3-5, 2013 (see outage information above).

Important: ALL COD Web site users must be enrolled for the COD Online Service and have an FSA User ID and password to access the COD Web site beginning on **May 5, 2013**. Enrollment for the COD Online Service must be completed through the [Student Aid Internet Gateway \(SAIG\) Enrollment Web site](#). **This is a required step for all COD Web site users even if a user currently has access to the COD Web site.**



Keep in mind that enrollment for the COD Online Service is not complete until a signed Signature page is received by Federal Student Aid. If your school has not completed the enrollment steps or mailed the required Signatures pages for all of its COD Web site users, please do so immediately to minimize the possibility of losing access to the COD Web site after May 5th.

After **May 5th**, COD Web users who have not enrolled for the COD Online Service and do not have a registered FSA User ID will no longer be able to access the COD Web site.

For complete information about the COD Web site access change, please refer to the following announcements: [January 25, 2013](#), [March 8, 2013](#), [April 18, 2013](#), [April 26, 2013](#) and [May 1, 2013](#).

- **COD School Relations Center and Student Loan Support Center Customer Satisfaction Surveys Begin May 5, 2013 (4/29/13)**

In our ongoing effort to improve the service provided to customers who contact the Common Origination and Disbursement (COD) School Relations Center and the Student Loan Support Center, Federal Student Aid will implement optional online customer satisfaction surveys beginning May 5, 2013. Federal Student Aid will extend survey invitations to the two customer groups supported by these contact centers—schools (covering school financial aid personnel and third party servicers that process for schools) and applicants (covering students, parents, and endorsers of Direct PLUS Loans).

For complete information on customer service satisfaction surveys, please refer to [the April 26, 2013 electronic announcement posted on the Information for Financial Professionals \(IFAP\) Web Site](#).

- **RESOLVED - G5 Electronic Refund Process Unavailable Until Monday, April 29, 2013 [(04/18/13) Updated 4/29/13]**

On April 28, 2013, the Department of Education resolved the issue with the G5 refund functionality. Schools can refund cash electronically via the [G5 Web site](#).

- **Impact of Sequestration on the Title IV Student Financial Assistance Programs [(4/8/13) Updated 4/29/13]**

On April 5, 2013 the Department of Education posted updated information about the impact of sequestration on the Title IV Student Financial Assistance Programs. For more information, please refer to the [April 5, 2013 Electronic Announcement](#). Updated guidance specific to Iraq and Afghanistan Service Grants and TEACH Grants was posted in an [April 26, 2013 Electronic Announcement](#).

CURRENT ISSUES

DIRECT LOANS

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

GRANTS

There are no Grant-related issues at this time.

REMINDERS

Keep School Contact Information Current in the COD System (5/03/13)

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.](#)