COD Processing Update

May 16, 2014
NEWS/UPDATES

- **G5 System Outage May 17-19, 2014 (5/14/14)**

  During the period of May 17-19, 2014, the Department of Education (the Department) is planning system maintenance activities to G5. Please review the following information to determine how processing at your school will be affected.

  G5 System Outage

  From 12:01 A.M. (ET) on Saturday, May 17, 2014 through 6:00 A.M. (ET) on Monday, May 19, 2014, the G5 Web site will not be available. 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)

  - Teacher Education Assistance for College and Higher Education Grant (TEACH Grant)

  - William D. Ford Federal Direct Loan (Direct Loan)

  - Iraq and Afghanistan Service Grant

  COD System Processing

  From 12:01 A.M. Saturday, May 17, 2014 through 6:00 A.M. (ET) on Monday, May 19, 2014, the COD System will accept Pell Grant, TEACH Grant, Direct Loan, and Iraq and Afghanistan Service Grant records. However, after 2:00 P.M. (ET) on Friday, May 16, 2014, CFL changes (as a result of actual disbursements) and funding will not be processed by G5 until May 19, 2014.

  All actual disbursements with a disbursement date from May 17, 2014 through May 19, 2014 must be received by the COD System *no later than 9:00 A.M. (ET) on Friday, May 16, 2014* and subsequently accepted by the COD System, in order for them to be included in the funds available for drawdown prior to the shutdown. Disbursements submitted by the deadline but not subsequently accepted, disbursements submitted after the deadline, and disbursements with a disbursement date on or after May 17, 2014 will be funded after G5 re-opens on May 19, 2014.

  Contact Information

  We appreciate your patience and understanding as we complete the required activities during the upcoming period. If you have any questions about this announcement, contact one of the following help desks:

  - *For questions related to G5,* contact the G5 Hotline at 888/336-8930. You may also e-mail edcaps.user@ed.gov.

- *For questions related to the Campus-Based programs,* contact the Campus-Based Call Center at 877/801-7168. You may also e-mail CBFOB@ed.gov.

- *For questions related to the COD System,* 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@ed.gov.

- **Operational Updates and COD System Readiness for Direct Loan Origination Fee Percent Increases (5/9/14)**

  In Dear Colleague Letter (GEN-14-10) Federal Student Aid noted increased origination fees for Direct Subsidized Loans, Direct Unsubsidized Loans, and Direct PLUS Loans (for both parent and graduate student borrowers) with a first disbursement on or after October 1, 2014 and before October 1, 2015. In May 9, 2014 Electronic Announcement, Federal Student Aid provides operational updates and information about COD System readiness for processing Direct Loans with the new origination fees.

- **Impact on COD Processing May 18, 2014 (5/8/14)**

  Federal Student Aid is planning several system maintenance activities on May 18, 2014. 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.

  Note: The SAIG and most Federal Student Aid Web sites will also be impacted by an extended outage on Saturday, May 17, 2014. For more information about this outage, refer to a May 8, 2014 Electronic Announcement.

  Extended COD System Maintenance

  From 1:30 A.M. (ET) until 11:00 A.M. (ET) on Sunday, May 18, 2014—

  - 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, the StudentLoans.gov Web site, or the TEACH Grant Web site, contact the COD School Relations Center. If you have any questions about the SAIG, contact CPS/SAIG Technical Support at 800/330-5947 or by e-mail at CPSSAIG@ed.gov.

- **Memorial Day Federal Holiday (5/14/14)**

  Monday, May 26, 2014 is the Memorial Day federal holiday.

  - The COD School Relations Center will be closed.

  - The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, May 26, 2014, 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, May 27, 2014.

  Complete information regarding processing and customer service hours for the COD System and other Federal Student Aid/Department of Education call centers on the holiday is posted in a May 14, 2014 Electronic Announcement on the IFAP Web site.

- **Record Submission Due Date for 2012-2013 Direct Loan Program Year Closeout (5/6/14)**

  On May 6, 2014, Federal Student Aid posted on the Information for Financial Aid Professionals (IFAP) Web site the second in a 3-part series of Direct Loan closeout announcements that inform schools of the closeout deadline for the 2012-2013 Program Year. For more information, refer to the Electronic Announcement.

- **FY 2015 Sequester Required Changes to the Title IV Student Financial Assistance Programs (5/5/14)**

  On May 2, 2014, 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 Dear Colleague Letter GEN-14-10.

- **Import Capability for Direct Loan Rebuild File for DL Tools Users Available Late June 2014 (4/30/14)**

  As noted in an April 2, 2014 Electronic Announcement, Federal Student Aid added 12 additional fields to the Direct Loan (DL) Rebuild File as part of the April 11-14, 2014 COD System implementation. As a result, any DL Rebuild files produced after April 14, 2014 cannot be imported in to DL Tools for Windows, Release 13.0 because that version of the software does not include the additional fields. (Due to changing implementation schedules, the COD System update for the DL Rebuild File was implemented earlier than the DL Tools update.) Schools using DL Tools to import the DL Rebuild File can begin to do so when DL Tools, Release 14.0 is available in late June 2014.

  Federal Student Aid apologizes for any inconvenience this issue may cause schools. If you have questions, contact the COD School Relations Center.

- **<u>Upcoming EDExpress for Windows 2014-2015 Releases and Direct Loan and TEACH Grant Functionality (3/28/14)</u>**

  In advance of the mid-April 2014 posting of EDExpress for Windows 2014-2015, Release 2.0, Federal Student Aid has posted an Electronic Announcement that highlights the William D. Ford Federal Direct Loan (Direct Loan) and Teacher Education Assistance for College and Higher Education (TEACH) Grant functionality that a school can **use** in Release 2.0 and clarifies the software features a school will need to **defer** using until it installs EDExpress 2014-2015, Release 3.0, currently scheduled for posting in June 2014.

  For complete information, refer to the <u>March 27, 2014 Electronic Announcement</u> posted to the IFAP Web site.

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 (5/16/14)

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 <u>the December 20, 2012 Electronic Announcement posted on the Information for Financial Aid Professionals (IFAP) Web site.</u>

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 <u>CODSupport@ed.gov</u> .